

Matrix Telecom, LLC
d/b/a Impact Telecom
P.S.C No. 1- Telephone
Effective: November 5, 2018

Leaf: 70
Revision: 0
Superseding Revision:

TELECOMMUNICATIONS SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

4.3 Emergency/ Crisis/ Disaster Restoration And Provisioning - Telecommunications Service Priority, (Cont'd.)

4.3.6 Responsibilities of the Company

- A. The Company will perform the following:
1. Provide TSP service only after receipt of a TSP authorization code.
 2. Revoke TSP services at the direction of the end-user or OPT.
 3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
 4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
 5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.