

Matrix Telecom, LLC
d/b/a Impact Telecom
P.S.C No. 1- Telephone
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TELECOMMUNICATIONS SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

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

4.3.5 Responsibilities of the End-User

- A. End-users or entities acting on their behalf must perform the following:
1. Identify telecommunications services requiring priority.
 2. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
 3. Accept TSP services by the service due dates.
 4. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
 5. Pay the Company any authorized costs associated with priority services.
 6. Report to the Company any failed or unusable services with priority levels.
 7. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
 8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

Issued By:

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Cancelled by supplement No. 1 effective 10/20/2022