

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

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Revision: 0  
Superseding Revision:

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## TELECOMMUNICATIONS SERVICES

### SECTION 4 – TOLL SERVICES, (CONT'D.)

#### 4.2 Rates, (Cont'd.)

##### 4.2.5 Directory Assistance

A long distance directory assistance charge applies when the caller accesses the Company's network by dialing 1 + Area Code + 555-1212 to place a request for a telephone number. A caller may request one telephone number per directory assistance call. The charge applies to each inquiry regardless of whether the directory assistance bureau is able to supply a listed number. A credit will be issued for any directory assistance charge for which the Customer experiences poor transmission quality, is cut off, receives an incorrect telephone number, or misdials.

	<u>Minimum</u>	<u>Maximum</u>
Directory Assistance Charge -	\$0.80	\$3.20

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Issued By:

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