

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

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Revision: 0  
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## TELECOMMUNICATIONS SERVICES

### SECTION 2 – REGULATIONS, (CONT'D.)

#### 2.9 Advance Payments and Deposits

Each service applicant will be required to establish credit. Any applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Carrier may be required to make an advance payment or a deposit to be held as a guarantee of payment of charges at the time of application. In addition, an existing Customer may be required to make a deposit or increase a deposit presently held.

##### 2.9.1 Advance Payments

- A. An advance payment may not exceed the estimated charges for three (3) months service plus installation.
- B. Credit and advance payment equal to one (1) months charges plus installation will be applied to the Subscriber's account on the first bill rendered after the service is installed. Balance of payment will be applied to successive monthly billings.

##### 2.9.2 Deposits

- A. A deposit is not to exceed the estimated charges for two (2) months service plus installation.
- B. A deposit will be returned upon the discontinuance of service. The Carrier will refund the Subscriber's deposit or the balance in excess of unpaid bills for that service. At the option of the Carrier, such a deposit may be refunded or credited to the Subscriber at any time prior to the termination of the service. In the case of a cash deposit, interest at the rate paid in that locality for escrow accounts, not to exceed 6% simple interest, will be paid for the period during which the deposit is held by the Carrier. At the Carrier's option, such deposit may be refunded or credited to the Customer at any time prior to termination of service.
- C. The fact that a deposit has been made in no way relieves the Subscriber from complying with the regulation with respect to advance payments and the prompt payment of bills on presentation.

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Issued By:

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