

Matrix Telecom, Inc. d/b/a Trinsic Communications

New York PSC No. 5

Original Leaf 198

SECTION 5 – TRINSIC PRODUCTS, (CONT'D.)**5.3 Miscellaneous Services and Rates, (Cont'd.)****5.3.8 Directory Listing Service, (Cont'd.)****E. Nonpublished Service, (Cont'd.)**

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

Issued: July 30, 2008

Issued by:

Scott Klopach
Vice President and General Counsel
7171 Forest Lane, Suite 700
Dallas, Texas 75230

Effective: August 30, 2008

NY108011