

Matrix Telecom, LLC
d/b/a Trinsic Communications
PSC No. 1 – Telephone
Effective: November 5, 2018

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Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 5 – TRINSIC PRODUCTS, (CONT'D.)

5.3 Miscellaneous Services and Rates, (Cont'd.)**

5.3.1 Service Order and Change Charges, (Cont'd.)

B. Change Order Charges

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Residential Change Charge - applies when a residential Customer requests/orders a change in service from Trinsic Basic Service to Trinsic Standard Service or from Trinsic Standard Service to Trinsic Basic Service.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

** Effective May 28, 2015, this service is grandfathered and available to existing Customers only.

Issued By:

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