

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

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Superseding Revision:

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## 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.)

###### A. Service Order Charges, (Cont'd.)

Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire.

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

Set-Up Fee – This fee is charged per Residential local exchange access line when a Customer moves existing service from their current local carrier to Trinsic and retains their existing telephone number. This charge does not apply to new Customers who require new telephone numbers and installation of new service as such Customers are charged the Company's Service Connection Fee.

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

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Issued By:

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