

Matrix Telecom, LLC
d/b/a Trinsic Communications
PSC No. 1 – Telephone
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Superseding Revision:

LOCAL EXCHANGE SERVICES

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

5.2 Basic Services and Rates, (Cont'd.)**

5.2.7 On-Net Business Services, (Cont'd.)

B. Trinsic Select One Unlimited Edition

Trinsic Select One Unlimited Edition is an enhanced voice and data communications service provided via Trinsic's Voice Over IP ("VoIP") network and carried over DSL circuits. Service is designed for business customers with up to six (6) outbound lines. Service is available on a term contract basis only for a minimum of one (1) year. Terms are available to customers for two (2) and three (3) years. Customers who terminate service prior to the end of the contract term are required to pay a termination liability fee based upon the timeframe remaining and the contract term selected. Customers who cancel service orders will be charged cancellation fees based upon whether circuits have been installed or not prior to the cancellation request. Calling features may be purchased for an additional charge. Travel Card is available to Customers at an additional Charge. The service is available for toll free applications and a monthly charge per toll free line and for toll free routing will apply.

Trinsic Select One Unlimited Edition will be provided subject to the availability and limitations of the wire centers and outside plant facilities and is only available where technical capabilities permit. The actual data transmission rate, and therefore, a circuit's ability to accommodate multiple voice lines, depends on a number of factors, including, but not limited to (1) the distance from the Customer to the serving wire center, (2) the type of copper facility (wire gauge) and (3) the physical plant. Additional, unlike many conventional telecommunications technologies, DSL requires that suitable electrical power be supplied at the Customer's premises for the service to be functional. Trinsic is not responsible for service outage credits or other liabilities of any nature due to electrical power failure at the Customer's location(s).

PBX, PBX-like equipment, auto-dialers, dial-up on-line service, broadcast fax transmissions, call center applications and data usage traffic are prohibited on Trinsic Select One Unlimited Edition. The Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan if it is determined that such usage occurs.

**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