

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

Leaf: 187
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

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

5.3.5 Directory Assistance Services, (Cont'd.)

D. National Directory Assistance Service

1. General

National Directory Assistance Service (NDA) is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

2. Regulations

- a. National Directory Assistance is provided subject to the availability of facilities and is access by dialing 411 or such number(s) as the Company may designate.
- b. The NDA charge applies whether or not a number or listing information is provided, including requests for numbers that are non-published, non-listed or not found. No charge applies for NDA listing requests which result in the calling party receiving a wrong number provided that the calling party reports the wrong number to the Company.
- c. Customers will be charged for each NDA call. A maximum of two (2) requests for listings will be allowed per call. No discounts or allowances apply on charges for NDA service.

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

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039

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