

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

Leaf: 186
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.)

C. Directory Assistance Call Completion, (Cont'd.)

2. Regulations, (Cont'd.)

- f.** IntraLATA calls completed through the use of DACC will be carried by the Company, notwithstanding the identity of the presubscribed intraLATA carrier selected by the customer.
- g.** When a caller requests more than one number from Directory Assistance, DACC is offered only for the last number requested.
- h.** The DACC charge applies only to calls actually completed.
- (i)** The DACC charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
- (j)** There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowances or exemptions as stated in Section 5.3.5.B.
- (k)** Customers may request that their line(s) be restricted to deny alternate billing (e.g., third number billing) and DACC charge billing. No recurring or nonrecurring charges will apply.

** 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