

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

Leaf: 188
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, (Cont'd.)

2. Regulations, (Cont'd.)

- d. A customer may request both an NDA listing and a listing located within the customer's local Directory Assistance area on the same call. The customer will be charged for the NDA request and for the local Directory Assistance area request.
- e. There are no allowances for NDA, 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.
- f. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished and the customer shall save the Company harmless against all claims that may arise from the use of such information.
- g. NDA is available on a direct dialed basis and may not be alternately billed.

** 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