

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

Leaf: 176
Revision: 0
Superseding Revision:

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.)

E. Rates

	<u>Business</u>		<u>Residential</u>	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
<u>Service Order Charges</u>				
Primary Service Connection Charge *	\$24.99	**	\$34.95	**
Secondary Service Connection Charge	\$24.99	**	\$27.50	**
Transfer of Service Charge, Primary Line	\$24.99	\$200.00	\$34.95	\$200.00
Transfer of Service Charge, Secondary Line	\$24.99	\$200.00	\$27.50	\$200.00
Technician Dispatch Charge	\$39.99	\$200.00	\$34.95	\$200.00
Service Order Charge	\$2.00	\$40.00	N/A	N/A
Toll Free Directory Listing	\$2.00	\$50.00	N/A	N/A
Missed Appointment Charge	\$2.00	\$250.00	N/A	N/A
Account Set-Up Fee	N/A	N/A	\$0.50	\$15.00
<u>Change Order Service Charges</u>				
Feature or Feature Pack Change Order	\$4.99	\$15.00	\$4.99	\$15.00
Toll Restriction Fee Order	\$4.99	\$15.00	\$4.99	\$15.00
Telephone Number Change Order	\$4.99	\$15.00	\$4.99	\$15.00
Long Distance Minutes Pack Change Order	\$4.99	\$15.00	\$4.99	\$15.00
Listing Change Charge	\$4.99	\$15.00	\$15.00	\$4.99
Upgrade to Trinsic Standard Charge	N/A	N/A	\$4.99	\$15.00
Change to Trinsic Basic Charge	N/A	N/A	\$4.99	\$15.00
<u>Record Change</u>	No charge	\$39.00	No charge	\$39.00
<u>Miscellaneous Charges</u>				
Duplicate Invoice	\$2.50	\$10.00	\$2.50	\$10.00
Call Detail Report	\$2.50	\$10.00	\$2.50	\$10.00

* Service Connection fee waived for those customers who retain their existing telephone number when switching their service from the incumbent LEC to Trinsic.

** This charge not applicable where a Service Connection Fee is listed for a specific service, such as Network Bundled Service. See Section 5.2.2 for Network Bundled Service nonrecurring charges.

** 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