

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

Leaf: 185
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

1. General

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator.

2. Regulations

- a. DACC will be provided only where facilities and operating conditions permit and only when billing requirements can be met.
- b. The DACC charge will apply in addition to normal usage and Directory Assistance charges.
- c. The DACC charge will be billed directly to the telephone number to which the Directory Assistance charge applies. In addition, the calling party will incur normal usage charges for all calls completed between the calling station and the station connected via DACC.
- d. In situations where the calling number cannot be billed directly, the call will be completed automatically only as a calling card, bill to third number or collect call. The charge appropriate to the billing option used will apply in addition to the DACC charge.
- e. DACC is not provided for:

interstate calls	interLATA calls
non-published telephone numbers	Audiotex Services numbers
Circuit 9 numbers	700, 800 or 900 numbers
calls from Public Access Lines	

** 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