

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

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Revision: 0  
Superseding Revision:

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## 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.)

###### B. Basic Directory Assistance

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls originating from a Public Telephone Service line to points within the local and intraLATA calling area.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number provided that the calling party reports the wrong number to the Company.
- d. Requests for telephone numbers which were omitted from the alphabetical directory as a result of Company error.
- e. Calls for Directory Assistance from handicapped persons who have requested exemption from the Directory Assistance charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.
- f. Requests for address and zip code information where the subscriber has requested that they be omitted from listing.

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

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Issued By:

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