

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

Leaf: 120
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 5 – TRINSIC PRODUCTS, (CONT'D.)

5.2 Basic Services and Rates, (Cont'd.)**

5.2.2 Network Exchange Bundled Service, (Cont'd.)

A. General, (Cont'd.)

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service- A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscribers number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

** 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