

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

Leaf: 117
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.)

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Trinsic adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

Network Exchange Bundled Service may include the calling features listed below:

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the by Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted.

** 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