

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

Leaf: 301
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 7 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS

7.4 Service Descriptions, (Cont'd.)**

7.4.7 Personal Touch 800/888 Service, (Cont'd.)

A. Assignment and Reservation of 800 Numbers, (Cont'd.)

3. If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in 800 service to another carrier (e.g., "porting" of the 800 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.
4. If Touch 1 is notified by the Local Exchange Carrier that a customer's local service has been disconnected, the customer must notify Touch 1 of this change within 30 days or the service will be discontinued.

B. Personal Touch 800/888 + Personal Identification Number (PIN)

Personal Touch 800/888 + PIN is based on a security code assigned to the customer by the company. This service provides 800 numbers shared by more than one customer, whereby individual customers are identified by a unique Personal Identification Number (PIN). The PIN may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in Section 7, the Company will only honor customer requests for change in Resp Org or 800 service provider for 800 numbers dedicated to the sole use of that single customer.

** 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