

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

Leaf: 304
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

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

7.4.13 Directory Assistance Service

Director Assistance service is provided by Company's underlying carrier. Directory Assistance is rated and billed by the Company. Rates are set forth in the Rates section of this tariff.

7.4.14 Operator Services

Operator Services are provided and billed by the underlying carrier at the underlying carrier's rates.

7.4.15 Touch 1 Travel Card

This is an optional feature that enables the Touch 1 Travel Card Customer to place long distance calls from anywhere to anywhere within New York. Residential customer's calls are individually rated at a flat rate per minute and rounded up to the next whole minute. Business customer's calls are rated at the same flat rate per minute with a 30 second minimum and partial minutes of a call are rounded up to the next 1/10th of a minute (6 seconds) thereafter. Service is accessed via toll free 800 service and Personal Authorization Code. There is no monthly charge or sign up fee associated with this feature. This service offers access to additional calling features.

- A. Information Services -offers the customer the latest news events, checks the weather, gets sports scores and financial updates, checks horoscopes, and provides the latest information on soap operas.
- B. Conference Calling -Allows the customer to add up to three additional parties to a call by touching a key and dialing the party's number. There is a per minute charge per additional party. There are no live operator charges and delays.
- C. Travel and Concierge Service -Allows the customer to obtain airline, dinner, lodging, car, or limousine reservations. The customer can also acquire information on special events and check golf course and tee times. Flower delivery and wake-up calls are also available with this service. The customer also has access to emergency medical or legal referrals and assistance.

A surcharge will apply to the first minute of each call. Rates are set forth in the rates section of this tariff. There is no monthly charge or sign-up fee associated with this feature.

** 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