

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

Leaf: 217
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

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

5.4 Long Distance Services, (Cont'd.)**

5.4.4 TrinsicPVA

TrinsicPVA allows residential customers to access the Company's Personal Voice completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails, voice mail and Follow Me/Find Me, Notify Me and Fast Access service ¹. Access is via toll free number. Service is available 24 hours a day, 7 days a week. Customers may choose a per minute Assistant (PVA) for call option or prepaid option as follows.

- A. Per minute Option:** All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Minute:	\$0.0295	\$0.138

- B. PVA Prepaid Option:** Service includes 200 minutes of PVA platform time, which may be used for outbound calling as well as access to PVA features. Access is via toll free number. Service expires 90 days after activation. Customers will receive a voice interrupt message 1 minute prior to the end of the 200 minute allowance notifying them that their allowance is about to expire. The Customer will also be voice prompted when access their PVA with the number of minutes remaining. Additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

	<u>Minimum</u>	<u>Maximum</u>
Service Price	\$3.00	\$20.00
Recharge for each 100 minutes	\$3.00	\$20.00
PVA DA access is charged at 5 minutes of usage per instance		
Payphone Surcharge is charged at 5 minutes of usage per instance		

¹ Voice mail, review and delivery of emails, Follow Me/Find Me, Notify Me and Fast Access services are not regulated by the Commission.

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

Issued By:

Charles Griffin, Chief Executive Officer, 433 East Las Colinas Blvd., Suite 500, Irving, Texas 75039

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