

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

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Revision: 0  
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## LOCAL EXCHANGE SERVICES

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

#### 5.7 Special Arrangements, (Cont'd.)\*\*

##### 5.7.2 Non-Routine Installation and/or Maintenance

###### A. General

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

###### B. Individual Case Basis (ICB) Arrangements

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to Customers in writing and will be made available to similarly situated Customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the Customer. The following information will be included in the summary:

1. LATA and type of switch
2. The V&H distance from the central office to the Customer's premises
3. Service description
4. Rates and charges
5. Quantity of circuits
6. Length of the agreement.

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

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Issued By:

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