

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

Leaf: 60
Revision: 0
Superseding Revision:

LOCAL EXCHANGE SERVICES

SECTION 4 – TOLL SERVICES, (CONT'D.)

4.1 Description of Services, (Cont'd.)

4.1.3 Minimum Call Completion Rate

A Customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 95% during peak use periods for all services ("1+" dialing).

4.1.4 Service Offerings**

A. "1 Plus" Long Distance Service

"1 Plus" Long Distance Service – Is a switched and/or dedicated access service, offering users outbound "1 plus" long distance telecommunications services from points originating and terminating within the state of New York.

1. M80 – Matrix Elite

This is a switched access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this tariff. Customers on this plan are subject to a monthly Carrier Access Fee pursuant to the Rates section of this tariff. There are no monthly minimums or sign-up fees associated with this product.

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