

Matrix Telecom, LLC  
d/b/a Trinsic Communications  
PSC No. 1 – Telephone  
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## LOCAL EXCHANGE SERVICES

### SECTION 2 – REGULATIONS, (CONT'D.)

#### 2.1 Definitions, (Cont'd.)

**Call Return:** A per use service that returns the most recent incoming call.

**Call Trace:** This feature allows the Customer to initiate a trace of the most recent incoming call immediately after terminating the call. Incoming call message detail (date, time and originating telephone number) is provided when suitably equipped facilities exist. The results of the trace are not provided to the Customer directly, but will be provided in response to a request by a law enforcement agency. This feature is blocked unless specifically requested by the Customer to be activated.

**Call Waiting:** This is a feature that allows an incoming call to a busy telephone line to be waiting while a signal is directed towards the busy line user.

**Carrier:** The term "Carrier" denotes Matrix Telecom, LLC d/b/a Trinsic Communications.

**Carrier's System:** The term "Carrier's System" denotes all local exchange facilities being resold by the Carrier to provide local exchange service to its Subscribers.

**Central Office End:** The term "Central Office End" denotes that end of a foreign exchange channel at which Subscriber has a dial access to a telephone company central office.

**Company:** See Carrier.

**Continuous Redial:** A per use service that redials the most recent outgoing call.

**Daytime:** The term "Daytime" denotes 8:00 AM to but not including 5:00 PM local time at the originating terminal on Monday through Friday, excluding Carrier recognized national holidays.

**Duplicate Service:** Service furnished at two locations simultaneously when a subscriber's service is moved to a different premises. The move or change of location must be within the same Central Office and the class of service retained.

**Evening:** The term "Evening" denotes 5:00 PM to but not including 11:00 PM local time at the originating terminal on Sunday through Friday and anytime on Carrier-recognized national holidays except when a lower rate would normally apply.

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