

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

Addendum Type: Promotions
Addendum Number: 1
Leaf: 1
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LOCAL EXCHANGE SERVICES

Trinsic Promotions**

Spectrum Plus Long Distance Promotion I

Customers who sign a two (2) year agreement for Spectrum Plus local exchange service will receive an intrastate toll rate of \$0.045 per minute. This promotion is available to new business Customers who place initial orders between November 28, 2003 and December 15, 2003.

Trinsic Spectrum Plus Promotion

Beginning April 27, 2004 and continuing through May 27, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Spectrum Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed Spectrum Plus Service line. The commitment for this service will be in writing. A contract term is not required. The per minute rates associated with this service will be billed at the tariffed rate.

Spectrum Unlimited - Free Months Promotion

Beginning April 27, 2004 and continuing through June 30, 2004, new Trinsic Customers who subscribe to Spectrum Unlimited Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

One (1) year term commitment Customers will receive a credit for all primary and additional lines presubscribed to this service for the 6th month of service. The credit will appear on the month 7 invoice.

Customers who subscribe for a two (2) year term commitment will receive a credit for all primary and additional lines presubscribed to this service for the 6th and 18th months of service. The credit will appear on the month 7 and month 19 invoices respectively.

Lines that are disconnected prior to the end of the term of the contract will have a \$150.00 per line termination penalty unless a replacement line is put in place at the same time, as in the case of a move.

** 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

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)**

Trinsic 1st and 6th Month Free Promotion

New Trinsic Customers who subscribe to Trinsic Unlimited, Trinsic Value with PVA, Basic with PVA or 1000 service plans will have their 1st and 6th month's Monthly Recurring Charge (MRC)¹ waived for the primary line. Customers must make timely payment of their Monthly Recurring Charges through the 5th month of service in order to retain eligibility for the waiver of the MRC in the 6th month.

This promotion is available until October 30, 2005.

6 Month Reduced MRC Promotion

Beginning as of the effective date of this filing and continuing through September 8, 2005, new Customers who presubscribe to Trinsic Unlimited or Trinsic 1000 Service will receive a dollar discount off of the Primary Line Monthly Recurring Charge (MRC) Package Price for that service for the first six (6) months of service. Customers of Unlimited Service will receive \$10 off each month for the first six (6) months. Customers of Trinsic 1000 will receive \$5 off for the each of the first six (6) months. After the initial six (6) month period, the service MRC will revert to the Company's tariffed rate. The discount is available only to Customers whose account with Trinsic is in good standing. This promotion cannot be redeemed for cash. This promotion cannot be combined with any other company offer.

Winback Cash Back Promotion

Customers who choose to subscribe to either Trinsic Unlimited Service or Trinsic 1000 Service between the effective date of this tariff and August 30, 2005, are eligible for a cash back promotional offer and the end of consecutive six (6) months of service in good standing, with no outstanding balance on the account and payments made in full and on time for the six (6) consecutive months. The promotion is limited to current Trinsic Unlimited and Trinsic 1000 customers in UNE Zones 1 and 2.

Qualifying Unlimited Service Customers automatically will be mailed a check for \$100.00 and Trinsic 1000 Customers will be mailed a check for \$75.00 to their billing address upon fulfillment of six (6) months of qualifying service. Checks may take an additional 2 to 4 weeks for processing. This is not a bill credit and will not appear on the Customer bill. Customers are not required to prepare any paperwork in order to qualify for the cash-back reward. Limit one cash-back reward per household. This promotion cannot be combined with any other company offer.

¹ Taxes and regulatory surcharges and fees and services billed on a usage basis are not included.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)**

Customer Retention Cash Back Promotion

Customers who currently subscribe to either Trinsic Unlimited Service or Trinsic 1000 Service between the effective date of this tariff and September 8, 2005, are eligible for a cash back promotional offer and the end of the next consecutive six (6) months of service in good standing. The promotion is limited to current Trinsic Unlimited and Trinsic 1000 customers in UNE Zones 1 and 2.

Customers must complete the Cash-Back Reward Claim Form and retain service in good standing for six (6) months, with no outstanding balance on the account and payments made in full and on time for the six (6) consecutive months. Qualifying Unlimited Service Customers will be mailed a check for \$75.00 and Trinsic 1000 Customers will be mailed a check for \$50.00 to their billing address upon fulfillment of six (6) months of qualifying service. Checks may take an additional 2 to 4 weeks for processing. The Cash-Back form must be completed and submitted to the company by November 30, 2005. The Cash-Back Claim Form may be found at www.trinsic.com/cashback or can be obtained by contacting the company at 1-877-9TRINSIC. Trinsic is not responsible for technical, hardware, software, telephone or other communications malfunctions, lost or unavailable network connections, web site availability, traffic congestion, incomplete or inaccurate capture of information (regardless of cause) or failed or garbled computer transmissions which may limit your ability to submit the Cash-Back Claim Form. This is not a bill credit and will not appear on the Customer bill. Limit one cash-back reward per household.

This promotion cannot be combined with any other company offer.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

The Trinsic Alternative Promotion

New Trinsic Options Customers who presubscribe to Trinsic as their toll and long distance provider and opt to subscribe to a Long Distance Call Pack will receive a Custom Calling Features Package at no charge.

Long Distance Call Packs

A Long Distance Call Pack must be selected with the Primary Line and is optional for Additional Lines. Call Packs provide a specified number of direct dial outbound toll and long distance minutes of use for a flat monthly rate. Calling Card, Toll Free and Operator Assisted usage are not included in Call Pack usage. Additional lines do not share minutes with the Primary Line or with each other. Minutes used in excess of the amount available in the Call Pack selected are billed in one (1) minute increments. Unused minutes expire monthly and do not carry over to the following month.

Long Distance Call Packs, per month

200 Minute Pack:	\$5.00
450 Minute Pack:	\$10.00
700 Minute Pack:	\$15.00

Overage Rate, per minute:	\$0.070
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Calling Features Package

Features included are: Caller ID Name and Number, Call Waiting, Three-Way Calling, Speed Calling and Call Forwarding Variable.

Rate Per Month:	\$0.00
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All other terms and conditions of service apply as tariffed.

This promotion is available until August 13, 2005.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

Trinsic 1000 Telemarketing Acquisition Promotion

The following promotion is offered to new Residential Customers who subscribe to the Trinsic 1000 service via the Company's outbound telemarketing program offer. Customers will receive a \$10 discount off the Monthly Recurring Charge for Trinsic 1000 each month that the Customer retains the service and remains presubscribed to the Company for local and toll service. This promotion cannot be combined with any other offers. The promotion will begin October 12, 2005 and will end October 31, 2006.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

Trinsic Complete \$10 Credit Promotion

New or existing Trinsic residential customers may be eligible to receive a monthly credit of \$10.00. In order to be eligible to receive this promotion, a customer must: 1) subscribe to Trinsic Complete 250, Trinsic Complete 250 with International, Trinsic Complete Nation or Trinsic Complete Nation with International; 2) receive a mailing offering a discount on another Trinsic product and 3) mention the mailing when subscribing to this promotion. The customer will receive one \$10 credit each month on their invoice for as long as they remain a Trinsic Complete 250, Trinsic Complete 250 with International, Trinsic Complete Nation or Trinsic Complete Nation with International customer, or until such time as Trinsic may cancel the benefits of this promotion. A customer may subscribe to this promotion through November 18, 2003, unless it is changed or canceled by Trinsic.

Trinsic Complete \$5.00 MRC Discount Market Test

During the period of this market test, new or existing customers will be offered a \$5.00 discount on their Monthly Recurring Charge (MRC) when they subscribe to Trinsic Complete Nation or Trinsic Complete Nation with International during a winback attempt or when they contact Trinsic in response to an advertisement. The \$5.00 discount will be applied to the customer's invoice as long as they remain a Trinsic Complete Nation or Trinsic Complete Nation with International customer. A customer may subscribe to this market test through August 31, 2003, unless it is changed or canceled by Trinsic.

Trinsic Complete for Business 20% Additional Bundle Discount Promotion

Beginning April 15, 2004, new and existing customers who subscribe to two or more Trinsic Complete for Business bundles will receive a 20% discount on their Monthly Recurring Charge (MRC) for their second and each additional bundle. To be eligible, Customers must subscribe to two or more Trinsic Complete for Business bundles. The MRC will not be discounted for the bundle that includes the Customer's primary line. The bundle with the highest MRC is considered to include the Customer's primary line. New or existing customers who subscribe to more than one bundle during the promotion period will receive the benefits of this promotion for a period of one year from the date of enrollment. Existing customers who are currently subscribed to more than one bundle will automatically receive the 20% discount on their second and each additional bundle from April 15, 2004 through April 15, 2005. This discount does not apply to nonrecurring and service connection charges, optional features, or usage charges of any kind (i.e. long distance usage charges, operator services, directory assistance, etc.). A Customer may subscribe to this promotion through April 15, 2005 unless it is sooner changed or canceled by Trinsic.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

Home Connection Unlimited Promotion

New Trinsic Customers are eligible to subscribe to Trinsic Unlimited Service at a special promotional rate. Voice Mail and PVA are not included, but are available for an additional monthly charge.¹

All lines will be provisioned with the standard Trinsic Unlimited calling features which include Caller ID with Name, Call Waiting with Caller ID with Name, 3-Way Calling, Speed Call and Call Forwarding Variable.

A selection of Premium Features, as listed below, are available at an additional monthly charge per line.

All other terms and conditions of Trinsic Unlimited service apply as tariffed.

	<u>Monthly Rate</u>
Unlimited Service, per line	\$37.99
Premium Features, per line, per feature	\$3.00
<i>Distinctive Ring</i>	

This promotion is available from October 14, 2006 until October 14, 2007.

¹ Voice Mail is not regulated by the Commission. PVA available only to Customers choosing to subscribe to Voice Mail.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)**

Trinsic Spectrum Plus Voucher Promotion

To incent potential customers to purchase Trinsic Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribe to the Trinsic Spectrum Plus service offering. The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.

(A) Promotional Limitations:

- (1)** Customers must sign a minimum of a one year term plan for this service.
- (2)** Vouchers will expire 90 days from the issuance date included on the voucher.
- (3)** Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 period the Company will reverse the per line credit(s) on the next applicable invoice.
- (4)** This promotion may be combined with certain other promotions currently being offered by the Company.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

Spectrum Plus Winter Warm-Up Special Promotion

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$50 to Customers who presubscribed to the Spectrum Plus Winter Warm-Up Special Promotion service offering and sign a one-year term plan with the Company.

- (A) The \$50 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.
- (B) Customers must sign a minimum of a one year term plan for this service.
- (C) Vouchers will expire 90 days from the issuance date included on the voucher.
- (D) Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 day period, the Company will reverse the per line credit(s) on the next applicable invoice.
- (E) This promotion may be combined with certain other promotions currently being offered by the Company.
- (F) To be eligible for this promotion Customers must reside in the Verizon Service Territory within New York.
- (G) This promotion will be offered from December 10, 2008 through June 30, 2010. Orders for new service must be activated by July 31, 2010.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)**

Trinsic Basic 2009 Promotion

To incent potential customers to purchase Trinsic Basic services Matrix offers the following promotional offering to customers within select locations within the Verizon Exchanges within New York. Customers presubscribing to Trinsic Basic 2009 Promotional offering will receive a local service line, call waiting service and unlimited local exchange calling to other residential customers within the local calling area.

(A) **Per Line Price** \$22.49

(B) **Additional Optional Features**

(1) Primary Line Custom Calling Feature Package \$4.95

Customer calling package containing Caller ID with Name, Three-Way Calling and Speed Calling.

(B) Distinctive Ringing \$3.00

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)**

Sister Company Affinity Discount Program

(A) General

This promotion is being offered to certain active customers who subscribe to long distance or other services from Americatel Corporation, an affiliated company, which has entered into an Affinity Marketing Agreement with the Company.

The Trinsic, powered by Matrix, sister company discount program offers a recurring discount on specific Trinsic services to Customers that currently utilize Americatel Corporation for its long distance services.

Customers will receive a 20% discount on the Monthly Recurring Charge for Trinsic Basic with Feature Pack and other non-optional, non-regulated service.

(B) Conditions of Service

The discount will remain in place as long as the subscriber remains active with Americatel Corporation for the minimum period as per the Affinity Marketing Agreement between companies.

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LOCAL EXCHANGE SERVICES

Trinsic Promotions, (Cont'd.)

Spectrum Plus Winter Warm-Up III Special Promotion

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribed to the Spectrum Plus Winter Warm-Up Special III Promotion service offering and sign a one-year term plan with the Company.

- (A) The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.
- (B) Customers must sign a minimum of a one year term plan for this service.
- (C) Vouchers will expire 90 days from the issuance date included on the voucher.
- (D) Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 day period, the Company will reverse the per line credit(s) on the next applicable invoice.
- (E) This promotion may be combined with certain other promotions currently being offered by the Company.
- (F) To be eligible for this promotion Customers must reside in the Verizon Service Territory within New York.
- (G) This promotion will be offered from July 1, 2010 through December 31, 2010. Orders for new service must be activated by January 31, 2011.

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