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Filed via EFIS

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Ms. Coleen M. Dale,  
Chief Regulatory Law Judge  
Missouri Public Service Commission  
200 Madison Street, Suite 100  
Jefferson, MO 65101

RE: Corrected Local Exchange Tariff No. 8 for Matrix Telecom, Inc. d/b/a Trinsic Communications

Dear Ms. Dale:

Enclosed for filing please find the original of the replacement Local Exchange Tariff submitted on behalf of Matrix Telecom, Inc d/b/a Trinsic Communications. The purpose of this filing was to add Trinsic Communications d/b/a to the tariff based upon the recently issued approval from the Missouri Secretary of State.

The correction is being submitted after a discussion with Mr. Art Kuss regarding the original filing in this matter. The Company also requests a 30 day extension of the effective date to give the Commission staff ample time to review and approve the filing.

Any questions you may have regarding this filing may be directed to me at 407-740-3001 or via email to [tforte@tminc.com](mailto:tforte@tminc.com).

Thank you for your assistance with this matter.

Sincerely,



Thomas M. Forte  
Consultant to Matrix Telecom, Inc.

cc: Dana Hoyle – Matrix  
file: Matrix – MO  
tms: MO10703a

This tariff, Missouri P.S.C. Tariff No. 8 filed by Matrix Telecom, Inc. d/b/a Trinsic Communications, cancels and replaces, in its entirety, the current tariff on file with the Commission, Missouri Tariff No. 1 filed by Matrix Telecom, Inc. d/b/a Matrix Business Technologies.

**Schedule of Rates, Rules and Regulation**

**Competitive Access Services**

**Provided in the State of Missouri**

**OFFERED BY**

**Matrix Telecom, Inc.**  
**d/b/a Trinsic Communications**

**7171 Forest Lane, Suite 700**  
**Dallas, Texas 75230**  
**Phone: 800-406-0705**  
**Fax: 800-406-0703**  
**Web: [www.matrixbt.com](http://www.matrixbt.com)**

This tariff contains the descriptions, regulations and rates applicable to the furnishing of competitive access service and facilities for telecommunications services provided by Matrix Telecom, Inc. d/b/a Trinsic Communications (“Matrix”), a competitive telecommunications company, within the State of Missouri. This tariff is on file with the Missouri Public Service Commission. Copies may be inspected during normal business hours at the Company’s principal place of business at 7171 Forest Lane, Suite 700, Dallas Texas, 75230.

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## **LIST OF WAIVED STATUTES AND REGULATIONS**

Matrix is classified as a competitive telecommunications company in the State of Missouri for which the following statutory and regulatory requirements are waived.

### **STATUTES**

392.210.0 - Uniform System of Accounts  
392.240(1) - Just and Reasonable Rates  
392.270 - Ascertain Property Values  
392.280 - Depreciation Accounts  
392.290 - Issuance of Securities  
392.300.2 - Acquisition of Stock  
392.310 - Issuance of Stock and Debt  
392.320 - Stock Dividend Payment  
392.330 - Issuance of Securities, Debt and Notes  
392.340 - Reorganization(s)

### **COMMISSION RULES**

4 CSR 240-3.550 (5) (C) -File Exchange Boundary Map with Commission  
4 CSR 240-10.020 - Depreciation Fund Income  
4 CSR 240-30.040 - Uniform System of Accounts

**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange service by Matrix Telecom, Inc d/b/a Trinsic Communications ("the Company") in the serving areas defined herein.

The provision of local exchange services is subject to existing regulations and terms and conditions specified in this tariff and may be revised, added to or supplemented by superseding issues.

This tariff applies to the Company's resale and facilities-based offering of local exchange telecommunication services, upon receiving a customer request for service, within the State of Missouri in the exchanges served by and as listed in the tariffs of Southwestern Bell ("SWBT"), CenturyTel of Missouri, LLC ("CenturyTel"), Embarq and Spectra.

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Issued: November 5, 2007  
Issued by:

Scott Klopach  
Vice President and General Counsel  
7171 Forest Lane, Suite 700  
Dallas, Texas 75230

Effective: December 5, 2007

Mol0703



**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this tariff for the purposes indicated below:

- C - To indicate changed regulation.
- D - To indicate discontinued rate or regulation.
- I - To indicate increased rate.
- M - To indicate a move in the location of text.
- N - To indicate new rate or regulation.
- R - To indicate reduced rate.
- S - To signify reissued matter
- T - To indicate a change in text but no change in rate or regulation.

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**TARIFF FORMAT**

- A. Page Numbering: Each page is numbered at the upper right corner of the page. Pages are numbered sequentially. New pages are occasionally added to the tariff between pages already in effect. In this case the new page number appears with a decimal added.
- B. Page Revision Numbers: Revision numbers also appear in the upper right corner of each page where applicable. These numbers are used to indicate the most current page version on file with the Commission. Consult the Check Sheet for the pages currently in effect.
- C. Paragraph Numbering Sequence: There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1
  - 2.1.1
  - 2.1.1(A)
  - 2.1.1(A)(1)
  - 2.1.1(A)(1)(a)
  - 2.1.1(A)(1)(a).I
- D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet will accompany the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current Revision Number. When new pages are added, the Check Sheet is changed to reflect that revision. All revisions made in a given filing are designated by an asterisk (\*). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

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### **EXPLANATION OF TERMS**

**Advance Payment:** Part or all of a payment required before the start of service.

**Agency:** For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**Authorized User:** A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

**Attendant:** An operator of a PBX console or telephone switchboard.

**Building:** A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

**Call Initiation:** The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

**Call Termination:** The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**Central Office:** An operating office of the incumbent local exchange company where connections are made between telephone exchange lines.

**Customer:** A person, firm, partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications services.

**Emergency:** A situation that appears to present immediate danger to person or property.

**Emergency Service (Enhanced 911):** Allows customers to reach appropriate emergency services, including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Safety Answering Point (PSAP).

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**EXPLANATION OF TERMS, (CONT'D.)**

**E911 Service Area:** The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**E911 Customer:** A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**Error:** A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

**Exchange:** An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**Exchange Access Line:** A central office line furnished for direct or indirect access to the exchange system.

**Final Account:** A customer's outstanding charges still owed to the Company.

**Investigative or Law Enforcement Officer:** An officer of the United States, a state or a political subdivision of the United States which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

**Last Number Redial:** Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

**LATA:** A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**Local Call:** A call which is not rated as a long distance call.

**Local Calling Area:** The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a long distance charge.

**Local Exchange Carrier:** A company that furnishes exchange telephone service.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Local Service:** Telephone exchange service within a local calling area.

**Move:** The disconnection of existing service at one location and reconnection of the same service at a new location in the same building or in a different building on the same premises.

**PBX:** A private branch exchange.

**Presubscription:** An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wishes to access, without an access code, for completing intraLATA and interLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

**Private Branch Exchange Service:** Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**Rate Center:** Company-designated service locations from which service is rendered or rated.

**Recurring Charges:** The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Service Commencement Date:** The first day following the date on which the Company notifies the customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**Service Order:** The written request for Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

**Serving Central Office:** The central office from which local service is furnished.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Speed Calling:** Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable.

**Telecommunications Relay Service (TRS):** Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT or vice versa. A customer will be able to access the state provider to complete such calls.

**Telephone Call:** A voice connection between two or more telephone stations through the public switched exchange system.

**Termination of Service:** Discontinuance of both incoming and outgoing service.

**Toll Blocking:** Allows end users to block direct-dialed long distance calls from their telephones.

**Toll Call:** Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

**User:** A customer or any other person authorized by a Customer to use service provided under this Tariff.

**SECTION 1 - REGULATIONS**

**1.1 Undertaking of the Company**

- 1.1.1** The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.
- 1.1.2** The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers.
- 1.1.3** The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- 1.1.4** The Company will comply with any applicable quality of service requirements according to Missouri laws and rules.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.2 Terms and Conditions**

- 1.2.1** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions of this tariff. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- 1.2.2** Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified. At the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current tariffed, month to month rates, unless terminated by the Customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- 1.2.3** This tariff shall be interpreted and governed by the laws of the State of Missouri without regard for the State's choice of laws provisions.
- 1.2.4** Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 1.2.5** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 1.2.6** In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide customer records and related information without further notice.
- 1.2.7** Customer shall not connect any equipment to the Company's network, except with at least ten (10) days prior written notice to the Company.



**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.3 Notification of Service Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.4 Provision of Equipment and Facilities**

- 1.4.1** The Company will make reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and any liability of the Company will be limited by Section 1.5 of this tariff.
- 1.4.2** The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may not rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- 1.4.3** The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 1.4.4** Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.4 Provision of Equipment and Facilities, (Cont'd.)**

**1.4.5** The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of services offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- A.** the transmission of signals by Customer provided equipment or for the quality of, or defects in such transmission; or
- B.** the reception of signals by Customer provided equipment; or
- C.** network control signaling where such signaling is performed by Customer provided network control signaling equipment.

**1.4.6** At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or 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.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company**

- 1.5.1** The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 1.5.2** The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of the Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 1.7.2, the Company's liability, if any, shall be limited as provided herein.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company, (Cont'd.)**

**1.5.3** The Company shall be indemnified, defended and held harmless against any claim, loss or damage arising from the use of service offered under this tariff, involving:

- A.** claims for libel, slander, invasions of privacy or infringement of copyright arising from any communication;
- B.** claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
- C.** claims for loss of profit; or
- D.** all other claims arising out of any act or omission of others in the course of using services provided pursuant to this tariff.

**1.5.4** The Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commissions, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's control.

**1.5.5** The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's exchange access lines. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company, (Cont'd.)**

**1.5.6 With Respect to Emergency Number 911 Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any equipment and facilities furnishing this service.

When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local government authority responsible for emergency 911 services upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company, (Cont'd.)**

**1.5.7 With Respect to Directory Listings**

- A.** In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- B.** An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

  - 1.** Free Listings: For free or non-charged published directory listings credit shall be given at the rate of one times the monthly tariff rate for an additional or charge listing affected for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - 2.** Charge Listings: For each additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
  - 3.** Operator Records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/20ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company, (Cont'd.)**

**1.5.7 With Respect to Directory Listings, (Cont'd.)**

- B.** An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:, (Cont'd.)
- 4.** Credit limitation: The total amount of the credit provided for the preceding paragraphs (i) and (ii) shall not exceed, on a monthly basis the total of the charges for each charge listing as specified in paragraph (ii), for the line or lines in question.
  - 5.** Definitions: As used in paragraphs (i), (ii) and (iii) above, the terms "error," "mistake," or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on a street or a community different from the one provided to the Company.
  - 6.** Notice: Such allowances or credits as specified in paragraphs (i) and (ii) above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.



**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.5 Liability of the Company, (Cont'd.)**

**1.5.8 With Respect to Caller ID Blocking**

The Company shall have no liability for monetary damages (including without limitation claims for direct, indirect, special, incidental or consequential damages, whether or not the Company has been advised of the possibility of such damages), arising from any failures, errors, malfunctions or omissions of Caller ID Blocking, whether or not arising from or relating to any ordinary negligence by the Company.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.6 Directory Listings**

- 1.6.1** The Company will, as a service to the Customer, arrange for listing of Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 1.5.7 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 1.6.2** When a Customer with a non-published telephone number, as defined herein, places a call to Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.
- 1.6.3** In conjunction with a non-published telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.
- 1.6.4** The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.7 Interruptions in Service**

An interruption is deemed to have occurred when the phone lines of the underlying carrier are inoperative. If a Customer reports a facility, service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

**1.7.1 Temporary Suspension for Repairs**

- A. The Company's underlying provider shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company's services are being repaired or changed, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

**1.7.2 Credit Allowance for Interruptions**

- A. Interruptions of more than 24 hour periods which are reported to or detected by the Company, and which are not due to the negligence or willful act of the Customer are credited to the Customer at the pro rata monthly charge involved for each twenty-four hours or fraction thereof of interruption. Credit is not allowed for interruptions to service of less than 24 hours.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly recurring charges specified there under for local line or local trunk service and is dependent upon the length of interruption. Only those facilities on the interrupted portion of circuit will receive a credit.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.7 Interruptions in Service, (Cont'd.)**

**1.7.3 Limitations on Credit Allowances**

- A. No credit allowances will be made for:
1. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer;
  2. interruptions which are restored on or before the day after the interruption is reported or discovered by the Company.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.8 Obligations of the Customer**

**1.8.1 Customer Responsibility**

- A. The Customer shall be responsible for:
1. the payment of all applicable charges pursuant to this Tariff;
  2. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's services.

**1.8.2 Claims**

- A. With respect to any service provided by the Company, Customer shall indemnify, defend and hold the Company harmless from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:
1. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
  2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.8 Obligations of the Customer, (Cont'd.)**

**1.8.3 Station Equipment**

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service is required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 1.7.2 is not applicable.

**1.8.4 Interconnection of Facilities**

- A.** Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. Customer shall be liable for damages resulting from Customer's use of non-compatible equipment.
- B.** Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communication carriers which are applicable to such connections.
- C.** Services furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.8 Obligations of the Customer, (Cont'd.)**

**1.8.5 Inspections**

- A.** Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities. No credit will allowed for any interruptions occurring during such inspections.
- B.** If the protective requirements for the Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.9 Payment Arrangements**

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Authorized Users. Objections must be received by the Company within a reasonable period of time after receipt of bill, or all the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges of the Company, in addition to its own internal costs, in connection with a service for which a Company nonrecurring charge is specified, those charges may be passed on to the customer.

**1.9.1 Taxes and Surcharges**

The Customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of local exchange service, all of which shall be separately designated on the Company's invoices. Any taxes or surcharges imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those Customers located in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

**1.9.2 Missouri Universal Service Fund**

- A. The Company will place on hold each retail end-user customer's bill a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Commission.
- B. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."
- C. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12).



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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.9 Payment Arrangements, (Cont'd.)**

**1.9.3 Bills and Collection of Charges**

- A** Bills will be rendered monthly to Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B.** All service, installation, monthly recurring charges and nonrecurring charges are due and payable upon receipt.
- C.** For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D.** Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5%, or lower if required by law, per month shall apply to amounts shown on a monthly bill which remain after the due date. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E.** A \$15.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F** If Customer chooses to place information services provider (ISP) calls or receives calls via a non-Matrix Telecom affiliated carrier, customer will be liable for all charges related to such calls; including without limitation, charges billed to the Company or Customer by ISP or other carriers, plus an applicable 10 % rebilling charge.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.9 Bills and Collection of Charges, (Cont'd.)**

**1.9.4 Disputed Bills**

- A.** The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the customer of their obligation to pay current charges. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
- B.** The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- C.** The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- D.** If after investigation and review by the Company, a disagreement remains as to the disputed amount, the customer may file an appropriate complaint with:

Missouri Public Service Commission  
Public Information Office  
Governor Office Building  
200 Madison Street  
PO BOX 360  
Jefferson City, MO 65102-0360  
Telephone 573-751-3234  
Toll Free 800-392-4211  
E-mail [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.10 Discontinuance of Service**

The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of our up to discontinuance of service. Upon the Company's discontinuance of service to the Customer pursuant to this section, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

**1.10.1 Discontinuance of Service by Company**

- A. The company may discontinue service to a customer without notice under the following conditions:
1. in the event of tampering with the company's equipment;
  2. in the event of a condition determined to be hazardous to the customer, to other customers of the company, to the company's equipment, the public, or to employees of the company; or
  3. in the event of a customer's use of equipment in such a manner as to adversely affect the company's equipment or the company's service to others.

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**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.10 Discontinuance of Service, (Cont'd.)**

**1.10.1 Discontinuance of Service by Company, (Cont'd.)**

- B.** The company may discontinue service to a customer under the following conditions after giving customer five (5) days' (excluding Sundays and legal holidays) notice:
- 1.** for failure of the customer to pay a bill for service when due;
  - 2.** for failure of the customer to make proper application for service;
  - 3.** for customer's violation of any of the company's rules on file with the Commission;
  - 4.** for failure of the customer to provide the company reasonable access to its equipment and property;
  - 5.** for customer's breach of the contract for service between the company and the customer;
  - 6.** for failure of the customer to furnish such service, equipment, and/or rights-of-way necessary to serve said customer as shall have been specified by the utility as a condition of obtaining service; or
  - 7.** when necessary for the utility to comply with any order or request of any governmental authority having jurisdiction.
- C.** Service will not be disconnected on any Friday, Saturday, Sunday or legal holiday, or at any time when the company's business offices are not open to the public, except where an emergency exists.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.10 Discontinuance of Service, (Cont'd.)**

**1.10.2 Discontinuance of Service by Customer**

- A. If Customer cancels a service order or terminates service before the completion of the term for any reason whatsoever other than a service interruption (as defined in 1.7), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable as described in this tariff, all costs, fees, and expenses incurred in connection with:
1. all nonrecurring charges reasonably expended by Company to establish service to Customer, plus
  2. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
  3. all recurring charges specified in the applicable service order tariff for the balance of the then current term.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.10 Discontinuance of Service, (Cont'd.)**

**1.10.3 Cancellation of Application for Service**

- A.** Where, prior to cancellation by Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- B.** Applications for service may be cancelled prior to the start of service or prior to any special construction. No charges will be imposed except for those specified above.
- C.** The special charges described above will be calculated and applied on a case-by-case basis.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.11 Restoration of Service**

When Customer's service has been disconnected in accordance with this tariff and the service has been terminated through the completion of a Company service order, service will be reestablished only upon the basis of an application for new service.

**1.12 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (i) to any subsidiary, parent Company affiliate of the Company; (ii) pursuant to any sale or transfer of substantially all the assets of the Company; or (iii) pursuant to any financing, merger or reorganization of the Company.

**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.13 Notices and Communications**

- 1.13.1** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 1.13.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate an address on the bill for service to which the Customer shall mail payment for that bill.
- 1.13.3** All notices or other communications required to given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall have been presumed to have been delivered to the party on the third business day following the deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 1.13.4** The Company or Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.



**SECTION 1 – REGULATIONS, (CONT'D.)**

**1.14 Promotional Offers**

The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made.

**1.15 Individual Case Basis (ICB) Arrangements**

Pursuant to Section 392.200(8) RSMo, the Company offers customer-specific pricing for business services offered in certain telephone exchange areas. Customer-specific pricing for Business Customers is limited to Business Customers located in any exchange to which an incumbent local telephone company's business basic local exchange telecommunications service has been deemed competitive under Section 392.245 RSMo. Copies of customer-specific contracts will be made available on a proprietary basis to the Missouri Public Service Commission staff upon request.

**1.16 Customer Service**

Customer service personnel are available twenty-four (24) hours a day, seven days a week and may be reached toll-free.

## SECTION 2 – SERVICE DESCRIPTIONS

### 2.1 Local Service

#### 2.1.1 General

- A. Matrix Telecom, Inc.' local service enables the Customer to:
1. receive calls from other stations on the public switched telephone network;
  2. place calls to other stations on the public switched telephone network;
  3. access the Company for service related assistance; access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
  4. access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA and intraLATA calling, or Customer may access a provider on an *ad hoc* basis by dialing the provider's Carrier Identification Code (10XXX).
- B. The local calling area will be the same as that used by the incumbent local exchange company, a description of which can be found in the telephone directory published by the incumbent local exchange company.
- C. Service will be offered in the service areas in which the Company has been certified by the Missouri Public Service Commission.

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**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features**

**2.2.1 General**

The following features will be available on all lines. Not all features are compatible with certain key sets and PBX systems.

**A. Call Forward**

This optional feature allows all calls directed to a telephone number to be routed to a user defined telephone number. The user is charged any applicable usage charges for the re-routed call. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

**B. Call Forward Busy Line**

This optional feature forwards calls to a busy station to a predetermined number. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number. The user is charged any applicable usage charges for the forwarded call.

**C. Call Forward Don't Answer**

This optional feature allows users to re-route a call to a predetermined station in the event that the call is not answered within a customer-specified number of rings. Users are charged for any applicable usage charges on the forwarded call.

**D. Call Return**

Allows a customer to automatically redial the telephone number of the last incoming call to that line, regardless of whether the call was answered, unanswered, or busy. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the recall by entering a code, or terminating the recall by hanging up. If the redialed number is busy, a distinctive ring alerts the customer when the number becomes available. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Blocking, the number cannot be redialed.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

**2.2.1 General, (Cont'd.)**

**E. Call Trace**

Call Tracing allows for the identification and recording of the telephone numbers of some or all of the incoming calls to the telephone line of a customer.

**F Call Transfer**

Allows Customer to transfer an incoming call to a third party or to add a third party to an existing call, forming a three-party connection. The original party can then leave the call without disconnecting the other parties. Calls can be transferred to any number in the North American Dialing Plan (1-NPANXX-XXXX type numbers).

**G. Call Waiting**

Provides a tone to notify customer on an existing call that a second call is waiting.

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**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

**2.2.1 General, (Cont'd.)**

**H. Caller ID**

This feature enables the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone lines. When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for blocking of CPN will be available upon request, at no charge, ONLY to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Applicant:

1. Private, nonprofit, tax exempt, domestic violence intervention agencies,
2. Federal, state and local law enforcement agencies.

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking Customer can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their tone pad or 1182 from a rotary phone) immediately prior to placing a call.

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**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

**2.2.1 General, (Cont'd.)**

**H. Caller ID, (Cont'd.)**

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be responsibility of the Customer. Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

**2.2.1 General, (Cont'd.)**

**I. Continuous Redial**

Allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time.

**J. Direct Connect Line**

Allows a customer to automatically dial a pre-designated number whenever the originating telephone goes off-hook. This feature is assigned to a phone which is used only for this purpose.

**K. Hunting**

This optional feature routes a call to an idle line in a prearranged group when the called telephone number is busy. Typically this feature is used with the customer's main telephone number and several subtending lines so that the customer can receive calls on several lines, although all calls are placed to the same number. Hunting will not work with Call Forward Busy and Don't Answer.

**L. Remote Call Forward**

Allows the Customer to automatically forward calls from one telephone number to another. The Customer is charged any applicable usage charges on the forwarded call.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

**2.2.1 General, (Cont'd.)**

**M. Third Number/Collect Blocking**

Allows a Customer to block calls from being billed to individual stations, either on a third-number basis, or on a collect basis.

**N. Three Way Calling**

Allows a user to add a third party to an existing conversation without expensive conferencing equipment. This feature also allows a user to place a call on hold in order to make a consultation call on the same line. When the consultation call is completed the user hangs-up or depresses the flash key on the telephone and is reconnected to the original conversation.

**O. Toll Blocking**

Allows the user to restrict long distance outgoing calls on each line equipped.

**2.2.2 Terms and Conditions**

**A.** Per call blocking and unblocking shall be offered only to domestic violence agencies and law enforcement agencies. Domestic violence programs and law enforcement agencies shall always be offered per line blocking at no charge.

**B.** The results of a call trace will be furnished only to law enforcement agencies or authorities upon proper request by them.

**C.** Disclosure of telephone number may occur when caller subscribes to Caller Identification or Automatic Call Back. Call blocking, on either a per call or per line basis, prevents the delivery of this information.



**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.3 Directory Listings**

**2.3.1 Description**

Directory listings will be provided in accordance with Section 1.6 of this tariff. The following types of listings are available:

- A.** Primary Listing. A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- B.** Additional Listings. Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- C.** Non-Published Listings. Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Sections 1.2 and 1.6;
- D.** Non-Listed Numbers. Non-listed numbers are those which provide for the omission or deletion of the Customer's listing from the telephone directory. Such listings are available from directory assistance;
- E.** Foreign Listings. A foreign listing is one which is published in a directory not in the Customer's immediate calling area.
- F.** Extra Line Listings. Provides additional information after main or additional listings.
- G.** Cross Reference Listing. This provides a reference to another listing in the same directory.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.4 Directory Assistance**

**2.4.1 Description**

The Customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. A maximum of two number requests per call will be allowed.

**2.4.2 Directory Assistance Credits**

- A.** Credit will be given for calls to Directory Assistance as follows:
- 1.** The Customer experiences poor transmission or is cut-off during the call;  
or
  - 2.** The Customer is given the incorrect telephone number.
- B.** To obtain credit, the Customer must contact their Customer Service representative.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.5 Operator Services**

**2.5.1 General**

The Customer has the option of contacting the incumbent local exchange company operator for general information, such as dialing instructions, country or city codes, area code information and Customer Service 800 numbers. The Customer may obtain the assistance of an incumbent local exchange operator to complete local exchange telephone calls in the following manner:

- A.** Third Party Billing. Provides the Customer with the ability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
- B.** Collect Calls. Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
- C.** Person to Person. Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
- D.** Station to Station. Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- E.** Busy Line Verification. Provides the customer with the verification that a line is busy and not otherwise disrupted.
- F.** Busy Line Interrupt. Provides the customer with the option of interrupting a line that has been verified to be busy.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.6 Presubscription**

A Customer may presubscribe to the intraLATA and/or interLATA carrier of their choice for long distance calling.

**2.7 Service Restoration Charge**

When service has been discontinued in accordance with the provisions of this tariff, and Customer wishes to restore service, a Service Restoration Charge will apply.

**2.8 Vanity Number**

When a customer requests a specific number (e.g. 555-TOYS), and the number is available, a charge will apply when the Company provides the service of retrieving and providing said number.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.9 Private Branch Exchange (PBX) Service**

**2.9.1 Description**

The Company's PBX Service uses PBX Trunks to connect to a customer PBX system or other similar equipment. This service provides customers with unrestricted local calling and carrier access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks.

**2.9.2 Rearrangement of PBX Service**

A nonrecurring per account charge will apply to effect changes to a PBX trunking arrangement. Such changes may include, but are not limited to, trunk hunting sequence, a change in signaling arrangement, etc. The Price List can be found in Section 4, herein.

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**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.10 Direct Inward Dial (DID) Service<sup>1</sup>**

**2.10.1** DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX trunks. DID Service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID central Office termination and DID number blocks apply in addition to charges specified for PBX Trunks. One additional termination charge applies for each DID equipped PBX Trunk. Telephone numbers are furnished in blocks of 20. Blocks of number groups will be determined at the sole discretion of the Company's resources. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group, but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of numbers. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

<sup>1</sup> Where all numbers in a group have not been connected for service, the Customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. The Company will not terminate these numbers to an intercept message on the Customer's behalf.

**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.11 Moves, Adds and Changes**

**2.11.1** Nonrecurring Installation Charges as described in Sections 3, 4, and 5 of this tariff will be applied per line when a Customer moves to a new address within the same local exchange.

**2.11.2** Nonrecurring charges as described in Sections 3, 4, and of this tariff will be applied per line when a Customer requests any changes or additions to an existing account.

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**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.12 Measurement of Service**

**2.12.1** When charges for calls are mileage sensitive, airline mileage is computed as described below. Calls are measured and rounded to the higher full minute from the serving wire center of the Customer's originating location to the serving wire center of the destination of the call, regardless of Company routing. The distance between the serving wire center origination point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by Bell Communications Research (BellCore) and NECA Tariff FCC No. 4 in the following manner:

Step 1 Obtain the "V" and "H" coordinates for the originating and terminating wire centers.

Step 2 Obtain the difference between the "V" coordinates of each of the serving wire centers. Obtain the difference between the "H" coordinates.

Step 3 Square the differences obtained in Step 2.

Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 Divide the sum of the squares obtained in Step 4 by ten (10). Round to the next higher whole number, if any fraction results.

Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number, if any fraction is obtained. This is the airline mileage of the call.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$



**SECTION 2 – SERVICE DESCRIPTIONS, (CONT'D.)**

**2.13 911 Requirements**

Matrix is obligated to supply the E-911 service provider in Matrix's service area with accurate information necessary to update the E-911 database at the time Matrix submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.

At the time Matrix provides basic local service to a Customer by means of Matrix's own cable pair, or over any other exclusively owned facility, Matrix will be obligated to make the necessary equipment or facility additions in order to accurately and properly update the database for E-911.

Matrix will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. Matrix recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations by Matrix.

Matrix will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. Matrix will observe and adhere to the Commission's emergency telephone rules in 4 CSR 240-34.

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**SECTION 3 - PRICE LIST – BUSINESS SERVICES**

**3.1 Business Service Monthly Recurring Charge**

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/ Long Distance</u>
Rate Group A	\$39.50	\$32.50
Rate Group B	\$40.75	\$33.75
Rate Group C	\$42.50	\$35.50
Rate Group D	\$44.00	\$37.00
Rate Group E	\$48.50	\$41.50
Rate Group F	\$52.00	\$45.00
Rate Group G	\$53.50	\$46.50
Rate Group H	\$55.50	\$48.50

**3.2 Relay Service Surcharge**

\$0.13 per line monthly recurring charge

**3.3 Initial Service Conversion Charge**

\$5.00 per line converted, nonrecurring

**3.4 Installation Charge**

\$50.00 per business line installed, nonrecurring

**3.5 Extended Area Calling (intraLATA toll calling)**

1-14 miles	\$0.09
15-28 miles	\$0.14
29-50 miles	\$0.20
51-125 miles	\$0.25
126+ miles	\$0.30

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**SECTION 3 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)**

**3.6 Features – Business Line**

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>	Per Usage <u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.54
Continuous Redial	\$0.00	\$0.00	\$0.54
Call Trace	\$0.00	\$0.00	\$6.00
Three-way Conference Calling Hunting	\$3.80	\$13.95	\$0.00
Rate Group A	\$4.85	\$0.00	\$0.00
Rate Groups B, C, D	\$6.60	\$0.00	\$0.00
Rate Group E	\$8.00	\$0.00	\$0.00
Rate Groups F, G	\$9.50	\$0.00	\$0.00
Rate Group H	\$10.50	\$0.00	\$0.00
Call Forward Variable	\$5.75	\$13.95	\$0.00
Call Forward Busy Line	\$2.85	\$13.95	\$0.00
Call Forward Don't Answer	\$2.85	\$13.95	\$0.00
Call Forward Busy Line/Don't Answer	\$2.85	\$13.95	\$0.00
Remote Call Forwarding <sup>1</sup>	\$2.65	\$13.95	\$0.00
Call Waiting	\$7.65	\$13.95	\$0.00
Toll Call Blocking	\$19.00	\$2.60	\$0.00
Caller ID (Name and Number)	\$8.00	\$9.25	\$0.00
Direct Connect Line	\$9.60	\$48.00	\$0.00
Vanity Number	\$0.00	\$0.00	\$0.00
Ground Start	\$0.00	\$5.25	\$0.00
Change Call Blocking	\$0.00	\$18.00	\$0.00

<sup>1</sup> Not available in all Central Offices

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**SECTION 3 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)**

**3.7 Directory Listings**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$2.35	\$9.25
Cross Reference Listing	\$2.35	\$9.25
Extra Line Listing	\$2.35	\$9.25
Foreign Listing	\$2.35	\$9.25
Non-Published Listing	\$1.55	\$5.90
Non-Listed Number	\$1.15	\$5.75

**3.8 Local Voice Mail**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Messaging Main	\$10.50	\$15.00
Menu Mailbox	\$15.00	\$15.00
Voice Cast	\$37.50	\$15.00
Pager Notification	\$2.00	\$5.00

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**SECTION 3 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)**

**3.9 Local Directory Assistance**

\$0.45 per call

**3.10 Directory Assistance Call Completion**

\$0.30 per call<sup>1</sup>

**3.11 Operator Services**

	<u>Surcharge</u>	<u>Per minute Charge</u>
Third Party Billing	\$1.00	\$.2000
Collect	\$1.00	\$.2000
Person to Person	\$2.25	\$.2000
Busy Line Verification	\$1.20	\$.0000
Busy Line Verification 3rd # billed	\$1.20	\$.0000
Emergency Interrupt Call	\$1.85	\$.0000

**3.12 Presubscription**

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$10.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

<sup>1</sup> Provided where facilities permit; charge in addition to charge in 3.9.

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**SECTION 3 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)**

**3.13 Service Restoration Charge**

\$12.00 per occurrence

**3.14 Service Change Charge**

\$12.00 per occurrence

**3.15 Intercept Service**

When a switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for ninety (90) days, an announcement that the service associated with the number dialed has been disconnected. There is no charge for this service.

**3.16 Time and Material Charges**

First 15 minutes	\$38.00
Add'l 15 minute increments	\$13.75

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**SECTION 4 - PRICE LIST – ANALOG PBX SERVICES**

**4.1 Analog PBX Service Monthly Recurring Charge**

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/ Long Distance</u>
Rate Group A	\$39.50	\$32.50
Rate Group B	\$40.75	\$33.75
Rate Group C	\$42.50	\$35.50
Rate Group D	\$44.00	\$37.00
Rate Group E	\$48.50	\$41.50
Rate Group F	\$52.00	\$45.00
Rate Group G	\$53.50	\$46.50
Rate Group H	\$55.50	\$48.50

**4.2 DID CO Termination**

Monthly Recurring Charge	\$45.00
Nonrecurring	\$137.50

**4.3 DID Number Groups**

	<u>Monthly</u>	<u>Nonrecurring</u>
20 Numbers First Group	\$9.50	\$177.00
20 Numbers Each add'l Group	\$9.50	\$30.00
100 Numbers First Group	\$22.50	\$167.00
100 Numbers Each add'l Group	\$22.50	\$167.00

**4.4 Relay Service Surcharge**

\$0.13 per trunk monthly recurring charge

**4.5 Initial Service Conversion Charge**

\$5.00 per trunk converted, nonrecurring

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**SECTION 4 - PRICE LIST – ANALOG PBX SERVICES, (CONT'D.)**

**4.6 Installation Charge**

\$50.00 per trunk installed, nonrecurring

**4.7 Extended Area Calling (intraLATA toll calling)**

1-14 miles	\$0.09
15-28 miles	\$0.14
29-50 miles	\$0.20
51-125 miles	\$0.25
126+ miles	\$0.30

**4.8 Features – Analog PBX Line**

	Monthly Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>	Per Usage <u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.50
Continuous Redial	\$0.00	\$0.00	\$0.50
Call Trace	\$0.00	\$0.00	\$6.00
Hunting	\$0.00	\$5.25	\$0.00
Call Forward Variable	\$5.75	\$13.95	\$0.00
Caller ID (Name and Number)	\$9.00	\$13.25	\$0.00
Caller ID Blocking per Trunk	\$0.00	\$0.00	\$0.00
Ground Start	\$0.00	\$5.25	\$0.00
Change Call Blocking	\$0.00	\$17.50	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$19.00	\$2.60	\$0.00
3rd # Billed and Collect Blocking	\$0.00	\$0.00	\$0.00
Touch Tone	\$0.00	\$0.00	\$0.00

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**SECTION 4 - PRICE LIST – ANALOG PBX SERVICES, (CONT'D.)**

**4.9 Directory Listings**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$2.35	\$9.25
Cross Reference Listing	\$2.35	\$9.25
Extra Line Listing	\$2.35	\$9.25
Foreign Listing	\$2.35	\$9.25
Non-Published Listing	\$1.55	\$1.90
Non-Listed Number	\$1.15	\$5.75

**4.10 Local Directory Assistance**

\$0.45 per call

**4.11 Directory Assistance Call Completion**

\$0.30 per call<sup>1</sup>

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**SECTION 4 - PRICE LIST – ANALOG PBX SERVICES, (CONT'D.)**

**4.12 Operator Services**

	<u>Surcharge</u>	<u>Per minute Charge</u>
Third Party Billing	\$1.00	\$.2000
Collect	\$1.00	\$.2000
Person to Person	\$2.25	\$.2000
Busy Line Verification	\$1.20	\$.0000
Busy Line Verification 3rd # billed	\$1.20	\$.0000
Emergency Interrupt Call	\$1.85	\$.0000

**4.13 Presubscription**

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$10.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

**4.14 Service Restoration Charge**

\$12.00 per occurrence

**4.15 Service Change Charge**

\$12.00 per occurrence

**4.16 Intercept Service**

When a switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for ninety (90) days, an announcement that the service associated with the number dialed has been disconnected. There is no charge for this service.

**4.17 Time and Material Charges**

First 15 minutes	\$38.00
Add'l 15 minute increments	\$13.75

<sup>1</sup> Provided where facilities permit; charge in addition to charge in 4.10.

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**SECTION 5 - PRICE LIST – LOCAL DIGITAL SERVICE**

**5.1 Local Digital Service Monthly Recurring Charge**

ISDN-PRI – Per D Channel \$100.00

**5.2 Local Digital Service Nonrecurring Charge**

ISDN-PRI – Per D Channel \$2500.00

**5.3 Optional Features**

The optional features, hunting and vanity numbers, are provided at no additional charge to subscribers of Local Digital Service.

**5.4 Presubscription**

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$5.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

**5.5 Miscellaneous Charges**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Foreign Exchange Service (Per T)	\$100.00	\$0.00
Service Change Charge	\$0.00	\$15.00

**5.6 Directory Listings**

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Additional Listing	\$1.50	\$10.00
Extra Line Listing	\$1.50	\$10.00
Foreign Listing	\$3.05	\$10.00
Cross Reference Listing	\$1.50	\$10.00
Non-Listed Number	\$1.50	\$10.00
Non-Published Number	\$1.50	\$10.00

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**SECTION 5 - PRICE LIST – LOCAL DIGITAL SERVICE, (CONT'D.)**

**5.7 Operator Services**

	<u>Charge</u>
Third Party Billing	\$1.25 plus usage
Collect	\$1.25 plus usage
Person to Person	\$3.25 plus usage
Busy Line Verification	\$1.00
Busy Line Verification w/Interrupt	\$1.50

**5.8 Local Directory Assistance**

\$0.40 per call

**5.9 Directory Assistance Local Call Completion**

\$0.35 per call<sup>1</sup>

<sup>1</sup> Provided where facilities permit; in addition to charges in section 5.8.

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**SECTION 5 - PRICE LIST – LOCAL DIGITAL SERVICE, (CONT'D.)**

**5.10 Time and Material Charges**

Customer shall be responsible for payment of costs associated with installation of new local digital services or other time and material charges imposed on the Company by a Local Exchange Carrier as a prerequisite for installing or maintaining the Customers service, and not already recovered via the Company's existing recurring or nonrecurring charges as outlined herein. The customer will be advised of said charge prior to completion of service and will be given the option to contract an independent technician to complete the work. Hourly Rates are as follows:

	<u>Per Visit</u>
Trouble Isolation	\$75.00
Flat Inside Wire Maintenance	\$100.00
Flat Jack Installation - First Jack	\$75.00
Additional Wired	\$25.00
Additional Unwired	\$75.00

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**SECTION 6- LIST OF EXCHANGES**

Exchanges served by Southwestern Bell

Adrian	Creve Couer+	Higbee
Advance	De Kalb	High Ridge
Agency	De Soto	Hillsboro
Altenburg-Frohna	Deering	Holcomb
Antonia	Delta	Homersville
Archie	Downing	Imperial
Argyle	E. Independence*	Independence*
Armstrong	East Prairie	Jackson
Ash Grove	Edina	Jasper
Beaufort	Eldon	Joplin
Bell City	Elsberry	Kansas City
Belton*	Essex	Kennett
Benton	Eureka	Kirksville
Billings	Excelsior Springs	Kirkwood+
Bismarck	Fair Grove	Knob Noster
Bloomfield	Farley	La Monte
Bloomsdale	Farmington	Ladue+
Blue Springs*	Fayette	Lake Ozark
Bonne Terre	Fenton	Lamar
Boonville	Ferguson+	Lancaster
Bowling Green	Festus	Leadwood
Bridgeton+	Crystal City	Lees Summit*
Brookfield	Fisk	Liberty*
Camdenton	Flat River	Lilbourne
Campbell	Florissant+	Linn
Cape Girardeau	Frankford	Lockwood
Cardwell	Fredericktown	Louisiana
Carl Junction	Freeburg	Macks Creek
Carrollton	Fulton	Malden
Carthage	Gideon	Manchester
Caruthersville	Gladstone*	Marble Hill
Cedar Hill	Glasgow	Marceline
Center	Grain Valley	Marionville
Chaffee	Gravois Mills	Marshall
Charleston	Gray Summit	Marston
Chesterfield	Greenwood	Maxville
Chillicothe	Hannibal	Mehlville+
Clarksville	Harvester	Meta
Clever	Hayti	Mexico
Climax Springs	Herculaneum-Pevely	Moberly

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**SECTION 6- LIST OF EXCHANGES, (CONT'D.)**

Monett	Portage de Sioux	St. Clair
Montgomery City	Portageville	St. Joseph
Morehouse	Puxico	St. Louis
Nashua*	Quilin	St. Marys
Neosho	Raytown*	Ste. Genevieve
Nevada	Republic	Stanberry
New Franklin	Richmond	Strafford
New Madrid	Richwoods	Tiffany Springs*
Nixa	Risco	Trenton
Oak Ridge	Riverview+	Tuscumbia
Oakville+	Rogersville	Union
Old Appleton	Rushville	Valley Park
Oran	San Antonio	Versailles
Osage Beach	Sappington+	Vienna
Overland+	Scott City	Walnut Grove
Pacific	Sedalia	Wardell
Parkville*	Senath	Ware
Patton	Sikeston	Washington
Paynesville	Slater	Webb City
Perryville	Southville	Webster Groves+
Pierce City	South Kansas City*	Wellsville
Pocahontas-New Wells	Spanish Lake+	Westphalia
Pond	Springfield	Willard
Poplar Bluff	St. Charles	Wyatt

\* is technically labeled as a "zone" within the Kansas City Metropolitan Exchange  
+ is technically labeled as a "zone" within the St. Louis Metropolitan Exchange

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**SECTION 6- LIST OF EXCHANGES, (CONT'D.)**

Exchanges served by Embarq

Appleton City	Harrisonville	Orrick
Blackburn	Henrietta	Otterville
Blairstown	Holden	Pickering
Brazito	Holt	Platte City
Buckner	Hopkins	Pleasant Hill
Butler	Houstonia	Richland
Calhoun	Ionia	Rolla
California	Jefferson City	Russellville
Camden Point	Kearney	Salem
Centertown	King City	Smithton
Centerview	Kingsville	St. Robert
Chilhowee	Lake Lotawana	St. Thomas
Clarksburg	Lebanon	Strasburg
Clinton	Leeton	Sweet Springs
Coal	Lexington	Syracuse
Cole Camp	Lincoln	Taos
Craig	Lone Jack	Tarkio
Dearborn	Malta Bend	Tipton
Deepwater	Maryville	Urich
Edgerton	Missouri City	Warrensburg
Eugene	Montrose	Warsaw
Fairfax	Mound City	Waverly
Ferrelview	New Bloomfield	Waynesville
Fort Leonard	Newburg	Wellington
Wood	Norborne	Weston
Green Ridge	Oak Grove	Windsor
Hardin	Odessa	



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**SECTION 6- LIST OF EXCHANGES, (CONT'D.)**

Exchanges served by CenturyTel

Alton	Foristell	Prairie Home
Ashland	Forsyth	Preston
Augusta	Gainesville	Protem
Ava	Galena	Reeds Spring
Belle	Hallsville	Rocheport
Bland	Hawk Point	Rockaway Beach
Blue Eye	Hermann	St. James
Bourbon	Hermitage	St. Peters
Bradleyville	High Hill	Safe
Branson	Higlandville	Seymour
Branson West	Holstein	Shell Knob
Buffalo	Hurley	Sparta
Cabool	Jamestown	Sturgeon
Cape Fair	Jenkins	Summersville
Cassville	Jonesburg	Thayer
Caulfield	Kimberling City	Theodosia
Cedar Creek	Koshkonong	Thomasville
Centralia	Leasburg	Troy
Chamois	Louisburg	Truxton
Clark	Mano	Urbana
Columbia	Mansfield	Vichy
Conway	Marshfield	Warrenton
Crane	Marthasville	Washburn
Cross Timbers	Morrison	Wasola
Cuba	Moscow Mills	Wentzville
Dardenne/Lake	Mount Sterling	West Plains
St.Louis	Mtn. View	Wheatland
Defiance	New Melle	Willow Springs
Dora	Niangua	Winfield
Elkland	O'Fallon	Wooldridge
Exeter	Old Monroe	Wright City
Foley	Ozark	
Fordland	Pittsburg	

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**SECTION 6- LIST OF EXCHANGES, (CONT'D.)**

Exchanges served by Spectra

Amazonia	Fremont	Mtn. Grove
Annapolis	Golden City	Nebo
Arcola	Gorin	Norwood
Aurora	Gower	Oates
Avenue City	Greenfield	Osborn
Avilla	Grovespring	Osceola
Belgrade	Hamilton	Palmyra
Bellevue	Hartville	Paris
Birch Tree	Helena	Perry
Bolckow	Houston	Plattsburg
Boss	Humansville	Potosi
Braymer	Hunnewell	Raymondville
Bronaugh- Moundville	Irondale	Revere
Brunswick (Triplett)	Ironton	Roby
Bunker	Jerico Springs	Rockville
Caldonia	Kahoka	Rosendale
Cameron	Keytesville	Sante Fe
Canton	Kidder	Sarcoie
Centerville	Kingston	Savannah
Clarence	LaBelle	Schell City
Clarksdale	Laddonia	Shelbina
Collins	La Grange	Shelbyville
Concordia	La Plata	Stoutsville
Cosby	Lawson	Timber
Dadeville	Lesterville	Trimble
Dalton	Lewistown	Turney
Easton	Licking	Van Buren
Edgar Springs	Lowry City	Vanzant
Ellsinore	Macon	Walker
Elmer	Manes	Wayland
Eminence	Maysville	Weaubleau
Everton	Milo	West Quincy
Ewing	Monroe City	Whitesville
Fillmore	Montauk Park	Winona
	Monticello	
	Mt. Vernon	

\*includes customers in base rate area Alexandria

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## **SECTION 7- TRINSIC PRODUCTS**

### **7.1 Local Service Areas**

#### **7.1.1 Local Service Areas**

The Company will provide Services from all exchanges of its Underlying Carrier, in conformance with that Underlying Carrier's existing local exchange boundary maps as approved by the Commission.

The local calling areas will mirror the local calling areas of the Company's Underlying Carrier, exclusive of the two-way Extended Area Service exchanges offered by the Underlying Carrier.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists**

<u>Exchange</u>		<u>UNE Zone</u>	<u>Extended Area Service</u>
Adrian		3	Archie
Advance		3	Bell City
Agency		3	St. Joseph
Altenburg-Frohna		3	Pocahontas-New Wells
Anontia-Metropolitan Area-4	Calling	3	Cedar Hill-Local Only, Hillsboro-Local Only
Antonia-Local Only		3	Cedar Hill, Herculaneum-Pevely High Ridge, Hillsboro, Imperial and Maxville
Archie-Local Only		3	Adrian
Archie-Metropolitan Area-5	Calling	3	Adrian
Argyle		3	
Armstrong		3	Fayette, Glasgow
Ash Grove		3	
Beaufort		3	
Bell City		3	Advance, Oran
Belton		1	
Benton		3	Chaffee, Oran and Scott City
Billings-Local Only		3	Clever and Republic
Billings-Metropolitan Area	Calling	3	Clever-Local Only
Bismarck		3	Flat River, Leadwood
Bloomfield		3	Dexter, Essex
Bloomsdale		3	Ste. Genevieve
Blue Springs		1	
Bonne Terre		2	Flat River, Leadwood
Boonville		2	New Franklin
Bowling Green		3	

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Bridgeton	1	
Brookfield	3	
Camdenton	2	Gravois Mills, Lake Ozark -Osage Beach
Campbell	3	
Cape Girardeau	2	Jackson, Scott City, McClure, Illinois
Cardwell	3	Hornersville, Senath
Carl Junction	3	Joplin, Webb City
Carrollton	3	
Carthage	2	
Caruthersville	3	Deering, Hayti
Cedar Hill- Local Only	2	Antonia, High Ridge, Hillsboro and Ware
Cedar Hill- Metropolitan Calling Area	2	Hillsboro-Local Only, Ware-Local Only
Center	3	
Chaffee	3	Benton, Delta, Oran, Scott City
Charleston	3	East Prairie, Wyatt
Chesterfield- Local Only	2	Manchester, Harvester and Pond, plus the Creve Coeur zone of the St. Louis Metropolitan Exchange
Chesterfield- Metropolitan Calling Area	2	Harvester-Local Only and Pond-Local Only
Chillicothe	2	
Clarksville	3	Louisiana, Paynesville
Clever-Local Only	3	Billings, Nixa and Republic
Clever-Metropolitan Calling Area	3	Billings-Local Only
Climax Springs	3	
Creve Coeur	1	
Deering	3	Caruthersville, Hayti and Kennett
DeKalb	3	Rushville, St. Joseph

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Delta	3	Chaffee, Oran
DeSoto Local Only	2	Festus-Crystal City, Hillsboro and Ware
DeSoto- Metropolitan Area	2	Festus-Crystal City-Local Only, Hillsboro-Local Only, Ware-Calling Local Only
Dexter	2	Bloomfield, Essex
Downing	3	
East Independence	1	
East Prairie	3	Charleston
Edina	3	
Eldon	2	Lake Ozark-Osage Beach, Tuscumbia
Elsberry	3	Paynesville
Essex	3	Dexter, Bloomfield
Eureka-Local Only	2	High Ridge, Manchester, Pacific, Pond and Valley Park
Eureka-Metropolitan Area-4 Calling	2	Pacific-Local Only
Excelsior Springs	2	
Fair Grove	4	
Farley	3	
Farmington	2	Flat River
Fayette	3	Armstrong, Glasgow and New Franklin
Fenton-Local Only	2	Maxville, Valley Park and High Ridge, plus the Kirkwood and Sappington zones of the St. Louis Metropolitan Exchange
Fenton-Metropolitan Area-3 Calling	2	High Ridge-Local Only
Ferguson	1	
Festus-Crystal City- Local Only	2	DeSoto, Herculaneum-Pevely, Hillsboro

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Festus-Crystal Metropolitan Calling Area 5	City- 2	DeSoto-Local Only, Hillsboro-Metropolitan Local Only
Fisk	3	Poplar Bluff
Flat River	2	Bismarck, Bonne Terre, Farmington, Leadwood
Florissant	1	
Frankford	3	
Fredericktown	2	
Freeburg	3	
Fulton	2	
Gideon	3	Malden, Risco
Gladstone	1	
Glasgow	3	Armstrong, Fayette
Grain Valley- Local Only	3	The Blue Springs zone of the Kansas City Metropolitan Exchange
Gravois Mill	2	Camdenton, Lake Ozark-Osage Beach, Versailles
Gray Summit Local Only	3	Pacific, Union
Gray Summit- Metropolitan Calling Area-5	3	Pacific-Local Only, Union
Greenwood- Local Only	2	The Belton and Lee's Summit zones of the Kansas City Metropolitan Exchange
Hannibal	2	
Harvester- Local Only	2	Chesterfield, Pond, St. Charles and St. Peters
Hayti	3	Caruthersville, Deering, Wardell
Herculaneum-Pevely Only	Local 3	Antonia, Festus-Crystal City and Imperial
Herculaneum-Pevely- Metropolitan Calling Area-4	3	Festus-Crystal City-Local Only
Higbee	3	Moberly

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
High Ridge- Local Only	2	Antonia, Cedar Hill, Eureka, Fenton, Maxville and Valley Park
High Ridge-Metropolitan Calling Area-4	2	Cedar Hill-Local Only
Hillsboro- Local Only	3	Antonia, Cedar Hill, DeSoto, Festus-Crystal City and Ware
Hillsboro- Metropolitan Calling Area 5	3	Cedar Hill-Local Only, DeSoto-Local Only, Festus- Crystal City-Local Only, Ware-Local Only
Holcomb	3	Kennett
Hornersville	3	Cardwell and Senath
Imperial-Local Only	2	Antonia, Herculaneum-Pevely and Maxville, plus the Oakville zone of the St. Louis Metropolitan Exchange
Imperial-Metropolitan Calling Area-3	2	Antonia-Local Only Herculaneum-Pevely-Local Only
Independence	1	
Jackson	2	Cape Girardeau, Oak Ridge, Pocahontas-New Wells, McClure, Illinois
Jasper	3	
Joplin	2	Carl Junction, Webb City
Kansas City - Metropolitan Calling Area-1	1	Gladstone, Independence, Parkville, Raytown, South Kansas City
Kansas City - Metropolitan Calling Area-2	1	Belton, Blue Springs, East Indepence, Lee's Summit, Liberty, Nashua
Kennett	2	Deering, Holcomb, Senath



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Kirksville	2	
Kirkwood	1	
Knob Noster	2	
Ladue	1	
Lake Ozark-Osage Beach	2	Camdenton, Eldon, Gravois Mills, Tuscumbia
Lamar	3	
LaMonte	3	
Lancaster	3	
Leadwood	3	Bismarck, Bonne Terre Flat River
Lee's Summit	1	
Liberty	1	
Lilbourn	3	Marston, New Madrid
Linn	3	
Lockwood	3	
Louisiana	3	Clarksville
Macks Creek	3	
Malden	3	Gideon, Risco
Manchester- Local Only	2	Chesterfield, Eureka, Pond and Valley Park, plus the Creve Coeur and Kirkwood zones of the St. Louis Metropolitan Exchange
Manchester-Metropolitan Calling Area-3	2	Eureka-Local Only and Pond-Local Only
Marble Hill	3	
Marceline	3	
Marionville	3	
Marshall	2	
Marston	3	Lilbourn, New Madrid and Portageville

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Maxville- Local Only	2	Antonia, Fenton, High Ridge and Imperial, plus the Mehlville, Oakville and Sappington zones of the St. Louis Metropolitan Exchange
Maxville-Metropolitan Area-3	2	Antonia-Local Only and High Ridge-Local Only
Mehlville	1	
Meta	3	
Metropolitan Calling Area-1		Fair Grove, Nixa, Republic, Rogersville, Strafford, Willard
Mexico	2	
Moberly	2	Higbee
Monett	2	Pierce City
Montgomery City	3	Bellflower
Morehouse	3	Sikeston
Nashua	1	
Neosho	2	
Nevada	2	Milo
New Franklin	3	Boonville, Fayette
New Madrid	3	Lilbourn, Marston
Nixa Zone	4	Clever
Oak Ridge	3	Jackson, Pocahontas-New Wells
Oakville	1	
Old Appleton	3	Perryville
Oran	3	Bell City, Benton, Chaffee, Delta
Overland	1	
Pacific-Local Only	2	Gray Summit, Eureka, Pond
Pacific-Metropolitan Area-5	2	Gray Summit-Local Only
Parkville	1	
Patton	3	
Paynesville	3	Clarksville, Elsberry
Perryville	2	Old Appleton, St. Marys, Kaskaskia, Illinois

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Pierce City	3	Monett
Pocahontas- New Wells	3	Altenburg-Frohna, Jackson, Oak Ridge
Pond-Local Only	2	Chesterfield, Eureka, Harvester, Manchester, Pacific
Pond-Metropolitan Area-4	Calling 2	Pacific-Local Only
Poplar Bluff	2	Fisk, Qulin
Portage Des Sioux	3	
Portageville	3	Marston
Puxico	3	
Qulin	3	Poplar Bluff
Raytown	1	
Republic Zone	4	Billings, Clever
Richmond	2	
Richwoods	3	
Risco	3	Gideon, Malden
Riverview	1	
Rogersville	4	
Rushville	3	DeKalb, St. Joseph
San Antonio	3	St. Joseph
Sappington	1	
Scott City	3	Benton, Cape Girardeau, Chaffee, McClure, Illinois
Sedalia	2	
Senath	3	Cardwell, Hornersville, Kennett
Sikeston	3	Morehouse
Slater	3	
Smithville- Local Only	3	Ferrelview, plus the Liberty and Nashua zones of the Kansas City Metropolitan Exchange

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
South Kansas City	1	
Spanish Lake	1	
Springfield Metropolitan Exchange	4	Principal Zone
St. Charles- Local Only	2	Harvester
St. Charles-Metropolitan Calling Area-3	2	Harvester-Local Only
St. Clair	2	
St. Joseph	2	Agency, DeKalb, Rushville, San Antonio
St. Louis - Metropolitan Calling Area-1	1	Ferguson, Ladue, Mehlville, Overland, Riverview, Snappington, Webster Groves
St. Louis - Metropolitan Calling Area-2	1	Bridgeton, Creve Coeur, Florissant, Kirkwood, Tiffany Springs, Oakville, Spanish Lake
St. Marys	3	Perryville, Ste. Genevieve, Kaskaskia, Illinois
Stanberry	3	
Ste. Genevieve	2	Bloomdsdale, St. Marys, Kaskaskia, Illinois
Strafford	4	
Tiffany Springs	1	
Trenton	3	Brimson, Galt, Laredo, Spickard
Tuscumbia	3	Eldon, Lake Ozark-Osage Beach
Union	2	Gray Summit

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.1 Local Service Areas, (Cont'd.)**

**7.1.1 Local Service Areas, (Cont'd.)**

**A. Exchanges, UNE Zones and Extended Area Service Lists, (Cont'd.)**

<u>Exchange</u>	<u>UNE Zone</u>	<u>Extended Area Service</u>
Valley Park- Local Only	2	Fenton, Eureka, High Ridge, Manchester, plus the Kirkwood zone of the St. Louis Metropolitan Exchange
Valley Park-Metropolitan Calling Area-3	2	Eureka-Local Only and High Ridge-Local Only
Versailles	3	Gravois Mills
Vienna	3	
Walnut Grove	3	
Wardell	3	Hayti
Ware-Local Only	3	DeSoto, Cedar Hill, Hillsboro
Ware-Metropolitan Calling Area-5	3	DeSoto-Local Only, Cedar Hill- Local Only, Hillsboro-Local Only
Washington	2	
Webb City	2	Carl Junction, Joplin
Webster Groves	1	
Wellsville	3	
Westphalia	3	
Willard	4	
Wyatt	3	Charleston

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions**

**7.2.1 Network Exchange Bundled Service**

**A. General**

Trinsic offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access <sup>1</sup> may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

The Company provides Customers with the option of obtaining a Primary Line and Secondary Line per account:

**1. Primary Line**

The initial residential local exchange access line per account.

**2. Secondary Line**

The second or additional residential local exchange access line, billed to the same address as the Primary Line, the Secondary Line will share the monthly call allowance with the Primary Line. The Secondary Line does not automatically include or share any Custom Calling Features. Feature packages may be purchased separately.

Should a Customer with both lines opt to disconnect the Primary Line, the remaining Secondary Line will automatically convert to a Primary Line with all features and functionality of such, and at the Primary Line monthly recurring rate.

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<sup>1</sup> Voice mail and Internet access are not regulated by the Commission.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**A. General, (Cont'd.)**

Network Exchange Bundled Service may include the calling features listed below:

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services.

In the event Trinsic adds custom calling features to its Network Exchange Bundled Services, such features will be available upon the tariff effective date (where technically feasible) to all new Customers. Existing Customers will be informed of the new features availability but must contact the Company to obtain the new features. Any Service Order Charges, which would normally apply, will be waived.

Call Forwarding - Fixed, Busy Line No Answer - This feature, when activated, redirects attempted terminating calls to another Customer-specified line. Call originating ability is not affected by Call Forwarding - Fixed, Busy Line No Answer. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding - Fixed, Busy Line No Answer is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Waiting with Caller ID with Name - Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number will be substituted.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**A. General, (Cont'd.)**

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Call Forwarding - Variable - a Customer activated feature that automatically transfers all incoming calls from the Customer's telephone number to another dialable telephone number until the Customer deactivates the feature. If forwarded to a long distance number the Subscriber will incur the long distance charges.

Call Trace - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company for action. The Customer originating the trace will not receive the traced telephone number. The results of the trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them.

Call Blocking - Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion.



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**A. General, (Cont'd.)**

Network Exchange Bundled Service may include the calling features listed below, (Cont'd.):

Distinctive Ring - Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

Privacy Service - A feature which intercepts calls that are marked "private" and "out of area," or "unavailable" on Caller ID units. When unidentified callers dial the Subscriber's number, they will receive an announcement informing them that the party they are calling does not accept calls from unidentified callers. They will receive a prompt to identify their name or state their intention and the service will then attempt to connect the call. Only if the caller responds will the call be connected.

The Subscriber's Caller ID will display the platform number and the name of the service. If the Subscriber chooses not to take the call the caller will hear a message which states the Subscriber is unavailable.

Privacy Service is offered subject to availability of suitable facilities. This service will be provisioned on a line-by-line basis and Customers with more than one line would need to have the service activated on each line if they want the ability to intercept unknown and blocked calls to each line.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**A. General, (Cont'd.)**

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in either an 8 number or a 30 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID with Name - allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID with Name service requires the use of specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted. See Section 4.2 for regulations regarding this feature.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**B. Trinsic Unlimited Service (1)**

**1. Trinsic Unlimited Service includes the following:**

- (a)** Unlimited toll calling. For toll calls placed away from home, see *Trinsic's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited.
- (b)** Local line and unlimited local calling
- (c)** Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way and Calling Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

- (d)** Member to Member Service.

(1) This service was formerly known as Z-LineHOME Unlimited Service.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**B. Trinsic Unlimited Service, (Cont'd.)**

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge:

**Distinctive Ring:** Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**C. Member to Member Home Edition Service**

Member to Member Service is available to all Trinsic Customers of a Network Exchange Bundled Service. Member to Member allows Trinsic Customers to call other Trinsic Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Trinsic Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Trinsic Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Trinsic services where noted in the description of each service.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**D. Trinsic Basic Service with PVA (1)**

TrinsicHome Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

- 1.** Basic Service includes the following:
  - (a)** Local line and unlimited local calling
  - (b)** Call Waiting

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail.

(1) This service was formerly known as Z-Line Basic Service with PVA.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**D. Trinsic Basic Service with PVA, (Cont'd.)**

2. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.
3. Intrastate long distance may be utilized with this service.
4. Member to Member Service is included at no charge.
5. Calling Features

The following Calling features are available at an additional monthly recurring charge:

Distinctive Ring: Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**E. Trinsic Value Service with PVA (1)**

Trinsic Value Service with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail is included with this service.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service was formerly known as Z-Line Select Service with PVA.



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**E. Trinsic Value with PVA, (Cont'd.)**

1. Trinsic Value Service includes the following:
  - (a) Local line and unlimited local calling
  - (b) Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Busy No Answer and Call Forwarding Variable.
  - (c) 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.
2. Intrastate long distance may be utilized with this service.
3. Member to Member Service is included at no charge.
4. **Calling Features**

The following Calling features are available at an additional monthly recurring charge:

**Distinctive Ring:** Distinctive Ring is a feature that allows a Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

Monthly Recurring Charge Per Feature: \$3.00

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**F. TrinsicBUSINESS Simplicity Service**

TrinsicBUSINESS Simplicity Service is targeted primarily at business customers as a bundled service offering. Customers receive unlimited local and long distance calling including calls completed through the Company's Personal Voice Assistant (PVA) for a flat monthly rate. The primary line also includes the following custom calling features: Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding, as well as one voice mail box<sup>1</sup>. Operator assisted calling, travel card calling and international calling are not included in the flat monthly rate for service. TrinsicBUSINESS Simplicity Service is available on up to a maximum of twelve (12) lines per location. d/b/a Trinsic Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan.

Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

1. Outbound Service
2. Feature Packages

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

<sup>1</sup> Voice mail is not regulated by the Commission. Voice Mail on Additional Lines may be purchased separately for a monthly fee per mail box.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**F. TrinsicBUSINESS Simplicity Service, (Cont'd.)**

**3. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Trinsic Business Simplicity Service Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Simplicity Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

**4. Travel Card Service**

Trinsic Simplicity Travel Card Service is available to Trinsic Business Simplicity Service Customers for calls made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**G. Affinity Pricing Plan - Trinsic Discount Program**

The Trinsic Affinity Pricing Plan - Trinsic Discount Program offers discounts on specific Trinsic services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Trinsic Unlimited, Trinsic Value with PVA, Trinsic Basic with PVA. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.1 Network Exchange Bundled Service, (Cont'd.)**

**H. ISP Service Plan**

ISP Service Plan is offered to Customers who subscribe to TrinsicHome Unlimited Service in conjunction with a participating Internet Service Provider (ISP). The participating ISP must have a previously established service participation agreement with the Company. As part of this service, the Customer may utilize local dial-up access numbers of a participating ISP for internet access for up to 3000 minutes per month and the dial-up internet connection restriction associated with Trinsic Unlimited will not apply to those 3000 minutes per month. All other Trinsic Unlimited Service rates and restrictions apply.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.2 Trinsic Business Plus Service**

Trinsic Business Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Calling features are available with the local exchange service for an additional monthly recurring charge per feature.

**A. Local Exchange Service**

**1. Local Business Line**

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Trinsic in this state or nationwide, receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

<u>Lines</u>	<u>Term</u>	
	<u>1 Year</u>	<u>2 Year</u>
200	5%	5%
1000	10%	15%
2000	15%	16%

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.2.2.F.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.2 Trinsic Business Plus Service, (Cont'd.)**

**B. Trinsic Business Plus Toll Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**C. Trinsic Business Plus Toll Free Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**D. Travel Card Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**E. Business Network Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.2 Trinsic Business Plus Service, (Cont'd.)**

**F. Calling Features**

Customers subscribing to Trinsic Business Plus Service may also subscribe to the following Calling Features.

Call Forwarding - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Call Forwarding -Busy - Permanently routes incoming calls to a predetermined telephone number when the called line is busy.

Call Forwarding - No Answer - Permanently routes incoming calls to a specified number, selected by the Customer, when the called line is unanswered.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.



**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.2 Trinsic Business Plus Service, (Cont'd.)**

**F. Calling Features, (Cont'd.)**

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.2 Trinsic Business Plus Service, (Cont'd.)**

**G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.3 Stand Alone Local Exchange Service**

Stand Alone Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Stand Alone Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

**A. General**

Stand Alone Local Exchange Service includes the following:

Local exchange access line and unlimited local exchange calling.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.4 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**A. Service Order Charges**

Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.

Secondary Service Connection Charge - applies to the second or additional line of a new access line installation and connection and customer requests for an inside move, change or addition to regular service. This charge applies only when the second or additional line is ordered simultaneously with the initial connection for service.

Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, (TOS) when a customer requests a move or change in physical location. This charge applies whether a customer changes telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.

Technician Dispatch Charge - applies, in addition to all other charges for the visit, when a visit to the Customer's premises is necessary to move, add, change or install service, or to isolate a problem reported to the Company that cannot be handled remotely.

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

Toll Free Directory Listing - This is a one-time charge, applicable to Business Customers, and is imposed when a Customer requests the toll free number to be listed.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.4 Service Order and Change Charges, (Cont'd.)**

**A. Service Order Charges, (Cont'd.)**

Missed Appointment Charge - The Customer shall be responsible for the payment of a Missed Appointment Charge as set forth herein for visits by the Company's agents or employees, at the Customer's request, to the Premises of the Customer, when the Customer fails to meet the Company's agent or employees for the prearranged appointment as requested.

Trouble Isolation Charge - When a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.4 Service Order and Change Charges, (Cont'd.)**

**B. Change Order Charges**

Change Order Charges apply to work associated with providing exchange line service or customer-requested changes to existing services. One charge applies for each change order requested by the customer. If multiple changes listed below are requested by the Customer and occur on the same order/request one charge only applies. A Change Order Service Charge applies to the following customer-initiated changes:

Feature or Feature Pack Change Order - applies when a customer requests a change, adding or removing a feature or feature pack.

Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Telephone Number Change Order - applies to each telephone number change request/order.

Long Distance Minutes Pack Change Order - applies to residential Customers who request/order a change to add or delete an LD Minutes Pack.

Listing Change Charge - applies when a Customer requests/orders a change to add or delete a white pages listing or requests a change to add/delete listings. This charge also applies to request for Non-Published or Non-Listed numbers.

Home Edition Change Charge - applies when a residential Customer requests/orders a change in service from Home Edition- Basic Service to Home Edition- Standard Service or from Home Edition - Standard Service to Home Edition - Basic Service.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.4 Service Order and Change Charges, (Cont'd.)**

**C. Record Change Charges**

A Record Change charge applies when a Customer requests/orders a change to Company records such as adding/changing a name on said Customer's account, changing billing address or contact information, adding/changing the person(s) authorized to make changes on said Customer's account.

**D. Miscellaneous Charges**

Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.

Call Detail Report - applies each time a Customer requests local call detail for a given month.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.5 Restoration of Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.



**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.6 911 Emergency Service**

- A.** The Company is obligated to supply the E-911 service provider in the Company service area with information necessary to update the E-911 database at the time the Company submits Customer orders to the local exchange company whose service is being resold or whose lease facilities have been purchased for the provision of local service pursuant to these tariffs.
- B.** At the time the company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- C.** The Company will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point (PSAP). The Company recognizes the authority of the E-911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- D.** The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310.
- E.** The Company undertakes no responsibility to inspect or to monitor 911 service facilities to discover errors, defects or malfunctions in 911 service.
- F.** By dialing 911, the 911 service calling party waives all privacy rights afforded by non-listed and non-published service to the extent that the Customer's telephone number, name, address associated with the originating station location are furnished to the PSAP.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.7 Optional Calling Features**

The features in this section are made available to Residential and Business Customers on a per use basis. All features are provided subject to availability. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the per feature activation charge shown in the table below each time a feature is used by the Customer. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**A. Feature Descriptions**

**Call Return:** Allows a Customer to return the most recent incoming call and, after dialing a code, hear an announcement of the last telephone number that called. If the Customer wishes to return the call right away, voice prompts will instruct the Customer to dial a certain digit and the call will automatically be returned.

**Call Trace:** Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by the Company; or (2) the capability to utilize Call Trace on a per activation basis as needed. Call Trace allows the Customer to dial a code (\*57) to automatically request that the following information be recorded: the originating telephone number; the date and time of the call; the date and time Call Trace was activated. When Call Trace successfully identifies a calling number, a recording instructs the Customer to call a toll free number, which will activate a Voice Response Script and assist the Customer in establishing an open file. Should the Customer decide to prosecute the call originating party, the Customer should contact the Company for further instructions. Activation of Call Trace never authorized the Company to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the Customer's line. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.7 Optional Calling Features, (Cont'd.)**

**A. Feature Descriptions**

Per-Call Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls. To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

Auto Redial: Permits the Customer to redial automatically the last number dialed.

Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Call Blocking- Call Blocking allows Customer to block calls from different telephone numbers. A screening list is created by Customer either by adding the last number associated with the line (incoming or outgoing) or by pre-selecting the telephone number to be blocked. Callers from such numbers hear an announcement that the calling party is not accepting calls and Customer's phone will not ring. The screening list may be edited and revised at Customer's discretion. This feature may not be available with all Trinsic services.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.8 Directory Assistance Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired. There are no call allowances for Directory Assistance.

**A. Basic Directory Assistance**

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

Charges will not apply for calls placed from hospital services or from business or residence main telephone exchange line registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.8 Directory Assistance Services, (Cont'd.)**

**B. Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 7.2.8.A.

**1. Description of Service**

The three types of DACC offered are as follows:

**Fully Automated DACC:** The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing A1" from a Touch-Tone telephone when prompted by the DACC announcement.

**Semi-Automated DACC:** The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

**Person-to-Person DACC:** The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.8 Directory Assistance Services, (Cont'd.)**

**C. Nationwide Directory Assistance**

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section.

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for Nationwide Directory Assistance.

**D. PVA Directory Assistance**

PVA Directory Assistance is a directory service whereby Customers may request assistance in determining listing information on a nationwide basis through the Company's Personal Voice Assistance (PVA) enhanced services platform.

This service is only available to Customer of Trinsic local and/or long distance services with PVA. Customers use a toll free number or access code to access the PVA platform and choose the directory assistance option. Up to two listings per call may be requested. The rate per call applies whether or not a number is provided; this includes requests for numbers which are non-published or non-listed.

There are no billing exemptions or allowances for PVA Directory Assistance.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.9 Local Operator Service**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate.

Operator Assistance charges do not apply for the following calls:

- Calls to Company-listed Official Public Emergency Agencies
- Calls to official Company numbers
- Calls to Directory Assistance Service
- Calls from persons experiencing dialing difficulty
- Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Company.

**A. Regulations**

1. Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification of (2) Company knowledge.
2. The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
3. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
4. Only tariffed rates approved by this Commission for the Company shall appear on the Company's bill.
5. Company shall be listed on the bill.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.9 Local Operator Service, (Cont'd.)**

**A. Regulations, (Cont'd.)**

6. Company will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card.
7. Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
8. Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
9. Company will refuse operator services to traffic aggregators which block access to other Companies.
10. Company will assure that traffic aggregators will post and display information including (1) that company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.



**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.10 Busy Line Verification and Emergency Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service**

**A. General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

**B. Listings**

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**1. Regular Additional Listings**

In connection with business and residence service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residence service. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.

A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**2. Alternate Telephone Number Listings and Night Listings**

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing such as the following:

- (a) If no answer call (telephone number)
- (b) Night calls (telephone number)
- (c) Night calls after B P.M. (telephone number)
- (d) Nights, Sundays and holidays (telephone number)
- (e) 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**3. Nonpublished Service**

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

- (a) First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.
- (b) Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**3. Nonpublished Service, (Cont'd.)**

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**4. Nonlisted Service**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

**5. Toll-Free Directory Listings**

Where available, a listing which references the Toll Free Number for a Business customer will be made available. A one-time charge per toll-free number applies to set up this listing.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.11 Directory Listing Service, (Cont'd.)**

**B. Listings, (Cont'd.)**

**6. Straight Line Under Directory Listing**

A business listing where one or more listings are indented under an original listing of the same customer without repetition of the name.

**7. Caption and Subcaption Directory Listings**

Two or more business listings may be placed under a caption consisting of the name of the customer or of any of the parties which the customer is entitled to list together with a designation or title where the name is not indicative of the business or profession. One or more subcaptions may be furnished under a caption, each subcaption consisting of a directive heading which serves to identify two or more listings placed thereunder, where this grouping is necessary for the proper routing of calls.



**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.12 Toll Restriction**

Toll Restriction is a service offering that restricts long distance calling. Restricted calls are directed to an announcement.

Toll Restriction is activated when a dialed number is preceded by a one (1) or zero (0). Where facilities permit, 1+ calls to Company business offices and repair services are not restricted. In addition, all calls to operator services are disallowed for both residence and business Customers.

The minimum service period is one month. Service is furnished subject to the technical capability.

The Customer indemnifies and saves harmless the Company from any and all claims, losses and damages caused by this restriction of the Customer's long distance calling.

**7.2.13 900 Call Restriction**

900 Call Restriction allows Customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to an announcement.

This service is available where facilities permit. The minimum period for this service is one month.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.14 Carrier Presubscription**

**A. General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**B. Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription.
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.14 Carrier Presubscription, (Cont'd.)**

**C. Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 7.3 of this tariff:

**D. Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in Section 5 of this tariff. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.15 Intercept Referral Service**

**A. Basic Intercept Referral Service**

Basic Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available if it is non-published or the Customer has left the area without providing a forwarding number.

Basic Intercept Referral Service is provided free of charge to Residential Customers for a minimum of thirty (30) days where facilities exist, and the threat of telephone exhaustion is not imminent.

Basic Intercept Referral Service for single line Business Customers shall be available upon request, free of charge, for a minimum of thirty days, or the life of the directory, whichever is greater. However, if the threat of telephone number exhaustion becomes imminent for a particular central office, the Company may reissue a disconnected number prior to the expiration of the directory but no earlier than thirty (30) days after the disconnection of the business telephone number.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.15 Intercept Referral Service, Cont'd.**

**B. Special Intercept Referral Service**

This level of service provides the same information as Basic Intercept Referral Service using either an operator-handled or recorded announcement, plus this level of service provides callers with additional information. Two types of additional information are available:

Location Referral Service: provides the caller with the Customer's new street address, city and/or state.

Multiple Referral Service: accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement or to an operator. Either option is available to the Customer when there are three or less referrals to be given. For more than three referrals, the calls must be routed to an operator. When the calls are routed to an operator, the calling party is queried as to whom they wish to reach, and the appropriate number is provided.

Name Referral Service: provides the caller with the name of the Customer's business and new telephone number.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.16 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.17 Trinsic Referral Program**

Any existing Trinsic Customer who refers a potential customer to the Trinsic services listed below will receive a one-time credit should the referred customer subscribe to and remain a Trinsic customer for at least 30 days. The referred customer must provide the name of the existing Trinsic Customer who made the referral upon ordering the new Trinsic service. The credit is applied only once to the Customer's next scheduled bill and expires with that bill. The credit does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.18 Caller ID**

This feature enable the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge only to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: (1) private, nonprofit, tax exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad of 1182 from a rotary phone) immediately prior to placing a call.



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Service Descriptions, (Cont'd.)**

**7.2.18 Caller ID, (Cont'd.)**

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad of 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID Subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates**

**7.3.1 Network Exchange Bundled Service**

**A. Member to Member Home Edition Service Add-On**

Member to Member Service is available to all Trinsic Customers of a Network Exchange Bundled Service. Member to Member allows Trinsic Customers to call other Trinsic Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Trinsic Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Trinsic Customers applies to both intrastate and calling. There is no limit to the number of minutes included in Member to Member.

This service is available with Trinsic services where noted in the description of each service.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**B. TrinsicHome Unlimited**

Package Price for TrinsicHome Unlimited

Primary Line, per month

UNE Zones 1:	\$65.33
UNE Zone 2:	\$71.97
UNE Zone 3:	\$76.40
UNE Zone 4:	\$71.97

Secondary Line, per month

UNE Zones 1:	\$42.08
UNE Zone 2:	\$48.73
UNE Zone 3:	\$53.16
UNE Zone 4:	\$48.73

New Service Connection Fee, one-time charge, per line #

Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or voice chat line services, or home office use, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.

Customers may choose to handle payment through a commercial credit card arrangement. Customers will be able to access call detail and billing records online via the myzline.com web site.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**B. TrinsicHome Unlimited, (Cont'd.)**

**1. TrinsicHome Unlimited includes the following, (Cont'd.):**

(a) Unlimited toll calling. For toll calls placed away from home, see *the Company's Interexchange Telecommunications Tariff PSC Mo. No. 7 Tariff*. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Unlimited.

(b) Local line and unlimited local calling

(c) Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

(d) Member to Member Service

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**C. TrinsicHOME Basic Service with PVA**

**1. Rates**

Primary Line, per month

UNE Zones 1:	\$26.57
UNE Zone 2:	\$33.21
UNE Zone 3:	\$37.64
UNE Zone 4:	\$33.21

Secondary Line, per month

UNE Zones 1:	\$26.57
UNE Zone 2:	\$33.21
UNE Zone 3:	\$37.64
UNE Zone 4:	\$33.21

New Service Connection Fee, one-time charge, per line #

Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

- 2.** Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling and Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month: \$4.95

- 3.** Intrastate long distance may be utilized with this service.

Direct Dial rate per minute: \$0.070  
Call completion through PVA per minute: \$0.070

- 4.** Member to Member Service is included at no charge.

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**D. Trinsic Value Service with PVA <sup>1\*\*</sup>**

**1. Rates**

Primary Line, per month

UNE Zone 1:	\$42.07
UNE Zone 2:	\$53.15
UNE Zone 3:	\$57.58
UNE Zone 4:	\$53.15

Secondary Line, per month

UNE Zone 1:	\$35.44
UNE Zone 2:	\$47.62
UNE Zone 3:	\$52.05
UNE Zone 4:	\$47.62

New Service Connection Fee, one-time charge, per line <sup>#</sup>

Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

**2. Intrastate long distance may be utilized with this service.**

Direct Dial rate per minute:	\$0.070
Call completion through PVA per minute:	\$0.070

**3. Member to Member Service is included at no charge.**

<sup>1</sup> This service was formerly known as Z-Line Home Select Service with PVA.

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**E. Business Simplicity Service**

**1. Outbound Service**

Primary Line, per month	\$59.99
Additional Lines, per month:	\$49.99

New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

**2. Feature Packages**

Custom Calling Feature Package for Additional Lines includes Caller ID, Call Waiting, Three-Way Calling, Speed Dial and Call Forwarding.

Monthly Rate:	\$4.95
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# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.1 Network Exchange Bundled Service, (Cont'd.)**

**E. Business Simplicity Service, (Cont'd.)**

**3. Toll Free Service**

Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.049
Monthly Recurring Charge, Per toll free access line:	\$3.00
Toll Free Service Installation: *	\$20.00
Vanity Toll Free Number Search:	\$9.99

**4. Travel Card Service**

Calls are billed in six (6) second increments.

Rate Per Minute:	\$0.049
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\* The Toll Free Service Installation charge is not applied when a customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.2 Trinsic Business Plus Service**

**A. Local Exchange Service**

**1. Local Business Line**

A local exchange line with unlimited local calling includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

	<u>SBC</u>	<u>Century Telephone</u>
Monthly Rate:	\$32.00	\$48.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$49.99	\$49.99

Customers who sign a one (1) or two (2) year agreement will, based upon contract term and number of access lines, subscribed to Trinsic in this state or nationwide, receive a percentage discount on Business Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

<u>Lines</u>	<u>Term</u>	
	<u>1 Year</u>	<u>2 Year</u>
200	5%	5%
1000	10%	15%
2000	15%	16%

<sup>1</sup> Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.2 Trinsic Business Plus Service, (Cont'd.)**

**A. Local Exchange Service, (Cont'd.)**

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.2.2.F.

	<u>SBC</u>	<u>Century Telephone</u>
Monthly Recurring Charge Per Feature:	\$3.00	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00	\$9.00

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.2 Trinsic Business Plus Service, (Cont'd.)**

**B. Trinsic Business Plus Toll Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**C. Trinsic Business Plus Toll Free Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**D. Travel Card Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

**E. Business Network Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see the Company's PSC MO Tariff No. 7.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.2 Trinsic Business Plus Service, (Cont'd.)**

**F. Remote Call Forwarding (RCF) Service**

**1. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 7.3.2 of this tariff).

**2. Monthly Recurring Charge**

	<u>SBC</u>	<u>Century Telephone</u>
Per line:	\$15.00	\$15.00

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.3 Stand Alone Local Exchange Service**

Recurring charges for Stand Alone Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

<u>Stand Alone Service:</u>	<u>Per Month</u>
Primary Line	\$35.70
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.4 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

	<u>Residence</u>	<u>Business</u>
Service Order Charges		
Primary Service Connection Charge	*	*
Secondary Service Connection Charge	*	*
Transfer of Service Charge, Primary Line	\$69.99	\$49.99
Transfer of Service Charge, Secondary Line	\$55.00	\$49.99
Technician Dispatch Charge	\$69.99	\$200.00
Service Order Charge	N/A	\$9.99
Toll Free Directory Listing	N/A	\$10.00
Missed Appointment Charge	N/A	\$100.00
Change Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Home Edition Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

\* Service Connection charges are listed with the rates for each specific service tariffed.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.5 Restoration of Service**

	<u>Residence</u>	<u>Business</u>
Per occasion:	\$35.00	\$49.99

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.6 Optional Calling Features**

**1. Rates**

<u>Feature</u>	<u>Residential Charge</u>	<u>Maximum Monthly Charge</u>	<u>Business Charge</u>	<u>Maximum Monthly Charge</u>
Call Tracing - per use	\$6.00	n/a	\$6.00	n/a
Auto Redial, (*66) - per use	\$0.75	\$6.00	\$0.75	\$6.00
Three-Way Calling	\$0.75	\$6.00	\$0.75	\$6.00
Call Return, (*69) - per use	\$0.75	\$6.00	\$0.75	\$6.00
Calling Number Delivery Blocking, Per Line	No Charge	No Charge	No Charge	No Charge
Calling Number Delivery Blocking, Per Call	No Charge	No Charge	No Charge	No Charge
	Per Month	N/A	Per Month	N/A
Call Blocking	\$3.00	N/A	\$3.00	N/A
VIP Alert	\$3.00	N/A	\$3.00	N/A



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.7 Directory Assistance Services**

**A. Directory Assistance**

**1. Rates**

A maximum of two requests will be allowed per call. Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator including requests for listings that are non-published, non-listed or not found.

	Per query charge	
<u>Basic Directory Assistance</u>	<u>Residential</u>	<u>Business</u>
Direct dialed	\$0.99	\$0.51
Billed to third number, special billing number or Calling Card		
Initial query	\$1.04	\$1.04
Additional query	\$0.51	\$0.51
National Directory Assistance		
Sent-Paid	\$1.25	\$1.02
Alternately Billed	\$1.25	\$1.10
PVA - Directory Assistance	\$0.43	\$0.43

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.7 Directory Assistance Services, (Cont'd.)**

**B. Directory Assistance Call Completion**

**1. Rates**

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

	Per Call Basis
Rate Per Call:	\$0.30

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.8 Local Operator Service**

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

**A. Local and IntraLATA Per Call Service Charges:**

	<u>Rate per call</u>
Calling Card	
Non-Automated	\$1.15
Semi-Automated	\$0.70
Fully-Automated	\$0.35
Collect	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Billed to a Third Number	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Person-to-person	
Non-Automated	\$2.55
Semi-Automated	\$2.15

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.9 Busy Line Verification and Line Interrupt Service**

**A. Rates**

	<u>Per call</u>
Busy Line Verification, per request	\$2.25
Emergency Interruption	\$3.00

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.10 Directory Listing Service**

**A. Rates and Charges**

	<u>Monthly Rate</u>
Primary Listings	\$0.00
Additional Listings	
Residence	\$2.00
Business	\$2.00
Alternate Listings	
Residence	\$2.00
Business	\$2.00
Extra Lines	
Residence	\$2.00
Business	\$2.00
Nonlisted Service	\$2.00
Nonpublished Service	\$2.00
Toll-Free Directory Listings, each	
Residence	N/A
Business	\$15.00
Straight Line Under Listings, each	
Residence	N/A
Business	\$2.00
Captions and Subcaptions Listings	
Residence	N/A
Business	\$2.00

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 7.3.4 of this tariff.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.11 Toll Restriction**

**A. Rates**

	<u>Business</u>	<u>Residence</u>
Monthly Rate	\$20.00	\$3.00
Nonrecurring Charge	\$5.50	\$4.75
Installation when adding to an existing line	\$2.75	\$2.75

**7.3.12 900 Call Restriction**

**A. Rates**

Residence	No Charge
Business	\$18.25 Nonrecurring Charge

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.13 Carrier Presubscription**

**A. Presubscription Charges**

**1. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

**2. Nonrecurring Charges**

Per business or residence line, trunk, or port: \$5.00

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.14 Intercept Referral Service**

**A. Rates and Charges**

The charges shown below are Nonrecurring. No other charges apply except for those listed in this Section. Referral service is available until the expiration of the Directory.

Basic Intercept Referral Service	No charge		
Special Intercept Referral Service			
	Up to 90 days	91-180 days	181-365 days
Location Intercept Referral	\$48.00	\$96.00	\$144.00
Multiple Intercept Referral			
Fully Automated	\$66.00	\$132.00	\$198.00
Operator Handled	\$108.00	\$216.00	\$324.00
Name Intercept	\$48.00	\$96.00	\$144.00



**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.3 Rates, (Cont'd.)**

**7.3.15 Public Telephone Surcharge**

	<u>Residential</u>	<u>Business</u>
Rate Per Call	\$0.60	\$0.30

**7.3.16 Trinsic Referral Program**

Referral Credit	\$20.00
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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.4 Access Services**

**7.4.1 General**

Rates and regulations for the Company's Access Services may be found in the Company's P.S.C. MO. No. 3.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.5 Special Arrangements**

**7.5.1 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB rates will be structured to recover the Company's cost of providing the service. Terms of specific ICB arrangements will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

**7.5.2 Contract Service Arrangements**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and the Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.6 Promotional Offerings**

**7.6.1 Special Promotions**

**A. General**

The telephone company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing Services. Such promotional service offerings shall be subject to specific dates, times, and/or locations, and shall be subject to prior notification to and approval by the Commission.

**B. Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.

**C. \$20 Credit**

To incent potential customers to purchase any Home Edition Service, Trinsic will offer a one-time \$20 credit to Customers who presubscribe to any Home Edition Service. The \$20 credit will be applied to the Home Edition monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the Company's web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new Customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.6 Promotional Offerings, (Cont'd.)**

**7.6.1 Special Promotions, (Cont'd.)**

**D. Winback Promotion**

In order to win back previous Trinsic Home Edition Customers who have discontinued service, the Company will offer a credit on the Customer's bill if the Customer subscribes again to any Trinsic Home Edition Service. The credit will consist of paying any past balance due Trinsic from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

**E. Trinsic Business Plus Promotion**

Beginning May 19, 2004 and continuing through June 19, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Business 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 Business 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.

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.6 Promotional Offerings, (Cont'd.)**

**7.6.1 Special Promotions, (Cont'd.)**

**F. Business Simplicity - Free Months Promotion**

Beginning with the effective date of this filing, (May 19, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Business Simplicity 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 6<sup>th</sup> 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 6<sup>th</sup> and 18<sup>th</sup> 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.

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.6 Promotional Offerings, (Cont'd.)**

**7.6.1 Special Promotions, (Cont'd.)**

**G. TrinsicHOME 1<sup>st</sup> and 6<sup>th</sup> Month Free Promotion**

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

This promotion is available from November 5, 2004 until November 1, 2005.

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

**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.7 Customer Information Bulletin**

- 7.7.1** At the time of sale when the residential customer signs up for service, the Company provides each customer a Customer Information Bulletin which contains an itemized account of the charges for the equipment and service for which the customer has contracted and other information. This shall be hand delivered to the customer, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR REVIEW**

**Rights and Responsibilities of Missouri Residential Telephone Customers**

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

**Your Telephone Bill**

You'll receive a telephone bill from us each month. Trinsic provides basic local exchange services and basic local exchange service bundled with long distance and other nonregulated services. The Company does not require a deposit for service. Payment in full is due within 30 days of the date of the bill. If we do not receive your payment your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

**Payment Arrangements**

Payment must be sent to Matrix Telecom, Inc. d/b/a Trinsic Communications and may be made in the form of a Money Order, personal check or Certified Check. If you are temporarily having difficulty paying your telephone bill, please call Matrix Telecom, Inc. d/b/a Trinsic Communications at (888)-411-0111 24 hours a day, 7 days a week. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent to you at least ten days prior to the date of the proposed discontinuance.



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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.7 Customer Information Bulletin, (Cont'd.)**

**Disconnection or Suspension of Telephone Service**

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days, and if you are reconnected within that time the charge is only \$15.11. If the reason for suspension has not been resolved within the 5 day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a Processing Fee of \$49.99.

Your service may be suspended or disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until Matrix has notified you in writing at least ten (10) days in advance of the suspension or discontinuance. Additionally, Matrix Telecom, Inc. d/b/a Trinsic Communications will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due, including calls to 900 numbers, and long distance calls billed to the number.
6. The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

**Re-Connection of Service**

After local telephone service has been suspended or disconnected, Matrix Telecom, Inc. d/b/a Trinsic Communications will restore your service when the reason for suspension or disconnection has been remedied. Before restoring your service, the following will be required:

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**SECTION 7- TRINSIC PRODUCTS, (CONT'D.)**

**7.7 Customer Information Bulletin, (Cont'd.)**

1. Payment for all undisputed amounts must be received by Matrix Telecom, Inc. d/b/a Trinsic Communications or its authorized Agent.
2. The Processing Fee of \$49.99 must be paid again if your service has been disconnected. The processing fee will NOT be charged if your service has been suspended. If your service has been suspended you will be charged however, a Re-connection fee of \$15.11. Re-connection must be made during the five day suspension period.

Procedures for Handling Billing Questions, other Inquiries and Complaints

Questions about your bill and other telephone inquiries may be made directly by calling **the Company** twenty-four (24) hours a day, seven (7) days a week by dialing 1-888-411-0111. Written inquiries may also be directed to:

Matrix Telecom, Inc. d/b/a Trinsic Communications  
7171 Forest Lane, Suite 700  
Dallas, Texas 75230

**Filing a Complaint with the Missouri Public Service Commission**

If Matrix Telecom, Inc. d/b/a Trinsic Communications cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Suite 100, Jefferson City, Missouri 65102, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: 200 Madison Street, Suite 100, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Suite 600, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES**

**8.1 Network Exchange Bundled Service**

**8.1.1 Trinsic Standard Service \*\* (1)**

A. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See the Company's interexchange telecommunications PSC Mo. No. 7 tariff*). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling.
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

4. Trinsic Standard Service Customers will receive Member to Member service (See Section 7.1.2 ) at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature

*\*\*This option grandfathered effective October 12, 2002 and is available to existing customers only.*

(1) This service was formerly known as Missouri Home Edition - Standard Service.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.1 Network Exchange Bundled Service, (Cont'd.)**

**8.1.2 Trinsic Basic Service \*\* (1)**

- A.** Trinsic Basic Service includes the following:
- 1.** A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of (60) second increments. For toll calls placed away from home, see Trinsic Travel Card Service (*See the Company's Interexchange Telecommunications Tariff PSC Mo. No. 7 tariff*). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.
  - 2.** Local line and unlimited calling.
- B.** Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.
- Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for an additional monthly charge.
- C.** Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.
- D.** Distinctive Ring Calling Feature

*\*\*This option grandfathered effective October 12, 2002 and is available to existing customers only.*

(1) This service was formerly known as Z-Line Basic Service.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.1 Network Exchange Bundled Service, (Cont'd.)**

**8.1.3 Trinsic Value Service \*\* (1)**

**A.** Trinsic Value includes the following:

- 1.** A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of sixty (60) seconds. For toll calls placed away from home, see the Company's *Interexchange Telecommunications Tariff PSC Mo. No. 7 Tariff*. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.
- 2.** Local line and unlimited local calling.
- 3.** Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.

- 4.** Member to Member Service.
- 5.** The following additional custom calling features are available with this service.

Distinctive Ring  
VIP Alert:  
Privacy Manager:

*\*\*This option grandfathered effective September 27, 2003 and is available to existing customers only.*

(1) This service was formerly known as Z-Line Select Service.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.2 TrinsicBUSINESS A La Carte Service\*\***

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

**A. Local Exchange Service**

There is a one-time charge per line Service Connection Fee for Local Exchange Service <sup>1</sup>.

**B. Toll Service**

**1. Long Distance Service**

Long distance service is billed in six (6) second increments.

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

<sup>1</sup>Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.2 TrinsicBUSINESS A La Carte Service\*\*, (Cont'd.)**

**C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. TrinsicBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

**D. Business Network Rate Service**

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.2 TrinsicBUSINESS A La Carte Service\*\*, (Cont'd.)**

**E. Calling Features**

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

Call Forwarding - Fixed - Call Forwarding- Fixed, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding-Fixed. The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding-Fixed is billed for the forwarded leg of the call. Calls cannot be transferred to an International Direct Distance Dialing number.

Speed Calling - This feature allows a user to dial selected numbers by means of an abbreviated code. This feature is available in an 8 number capacity. The Speed Calling list can only accommodate a number consisting of 15 digits or less.

Caller ID - Allows a Customer to see a caller's telephone number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. Customers must actively choose this feature on a line-by-line basis. Call Waiting is not available on lines enabled for Rotary Hunting.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*



**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.2 TrinsicBUSINESS A La Carte Service\*\*, (Cont'd.)**

**E. Calling Features, (Cont'd.)**

Three Way Calling - Permits the Customer to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The Customer initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy. This feature is available at no charge but must be requested by the Customer.

Distinctive Ring: Distinctive Ringing is a feature that allows Customer to have up to two separate phone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on an incoming call to allow for identification of the number being called. A distinctive call waiting tone is also provided for each telephone number, where facilities permit and Customers subscribe to Call Waiting. Distinctive Ring is offered subject to availability of suitable facilities.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.2 TrinsicBUSINESS A La Carte Service\*\*, (Cont'd.)**

**F. Guarantee Incentive Program**

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

**G. Remote Call Forwarding (RCF) Service**

Remote Call Forwarding allows all calls dialed to a telephone number equipped for RCF to be automatically forwarded to another dialable exchange or 800 service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call. RCF Service is offered subject to availability of suitable facilities.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.3 Trinsic Complete Local\*\***

Trinsic Complete Local provides only residential Local Exchange Service, which includes unlimited local calling at no additional charge. Long Distance calling is not included in this offering. The Customer may presubscribe to the long distance provider of their choice.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.4 Trinsic Complete Residential**

**8.4.1 Trinsic Complete Plus\*\***

**A. Description**

Trinsic Complete Plus is available to customers whose primary Local Exchange Service line is provided under any Trinsic Complete bundled offerings. Customers may subscribe to up to two additional lines under this offering.

Should a customer discontinue primary Local Exchange Service, the remaining Second Line will automatically convert to a primary line with all features and functionality of such, and at the rate formerly in effect for the primary line.

Trinsic Complete Plus includes the following:

1. Local Exchange Service with unlimited local calling;
2. Presubscription to Trinsic's IntraLATA, intrastate and interstate long distance services.
3. Discounted international calling with International Option

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.4 Trinsic Complete Residential, (Cont'd.)**

**8.4.2 Trinsic Complete Nation \*\***

**A. Description**

Trinsic Complete Nation includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

<sup>1</sup> Voice mail is not regulated by the Commission.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.4 Trinsic Complete Residential, (Cont'd.)**

**8.4.3 Trinsic Complete Nation II\*\***

**A. Description**

Trinsic Complete Nation II includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.4 Trinsic Complete Residential, (Cont'd.)**

**8.4.4 Trinsic Complete 250\*\***

**A. Description**

Trinsic Complete 250 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling and Speed Dial 8;
3. 250 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.4 Trinsic Complete Residential, (Cont'd.)**

**8.4.5 Trinsic Complete 50\*\***

**A. Description**

Trinsic Complete 50 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. 50 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.



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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.5 Trinsic Complete for Business\*\***

Trinsic Complete for Business includes unlimited business Local Exchange Service access lines, the Company's long distance (IntraLATA, Intrastate and Interstate) service, Touch Tone Calling Service, and certain custom calling features. Voice mail is included in certain bundled services and is available for an additional charge with other services.

The optional calling features included in Trinsic Complete for Business are described in Section 4 of this tariff. Additional features as described in Section 4 of this tariff may be subscribed to separately.

Customers who are subscribed 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.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.5 Trinsic Complete for Business\*\*, (Cont'd.)**

The Customer's phone line may not be classified as a "residential", "public" or "semi-public" line and may not be in housing associated with educational institutions. Service provided under Trinsic Complete for Business bundled services does not include usage from multi-party conference calls, pay for use services including calls to 900, 976, 555, 700 NPAs, calls to Directory Assistance, Travel Card service, Toll Free service or operator service. The Customer may not use this service for connection to the internet or other data service, mass broadcast of facsimile transmissions, Call Forwarding for toll use, international call-back offerings using uncompleted call signaling to any country, when that country has prohibited such an offering by statute or regulatory decision, or for any other use that does not involve a person-to-person conversation or voice message. Trinsic will prorate all charges and associated usage in the initial month and last month of service based on a 30-day month. Unlimited Local and Toll Usage applies per telephone line.

The following bundled services are for use by business Customers. If it is determined that usage is not consistent with business voice applications, the Customer's service may be assessed a \$100.00 monthly recurring data charge or Trinsic may terminate the Customer's service.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.5 Trinsic Complete for Business (Cont'd)**

**8.5.1 Trinsic Complete Local for Business \*\***

**A. Description**

Trinsic Complete Local for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Discounted Long Distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.5 Trinsic Complete for Business, (Cont'd.)**

**8.5.2 Trinsic Complete Nation for Business\*\***

**A. Description**

Trinsic Complete Nation for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Unlimited direct dial outbound IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**8.5 Trinsic Complete for Business (Cont'd)**

**8.5.3 Trinsic Complete Premium for Business\*\***

**A. Description**

Trinsic Complete Premium for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable, Line Hunting, Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling; and Speed Dial 8;
3. Unlimited IntraLATA toll, intrastate and interstate long distance calling.
4. Voice Mail<sup>1</sup>.
5. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES**

**9.1 Network Exchange Bundled Service**

**9.1.1 Trinsic Standard Service <sup>\*\*</sup>(1)**

Package Price for Standard Service	
Monthly Rate	
Primary Line	\$60.90
Secondary Line	\$29.90
Service Connection Fee, one-time charge per line: *	
Primary Line	\$69.99
Secondary Line	\$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (*See the Company's interexchange telecommunications PSC Mo. No. 7 tariff*) Such travel card calls are not included in the monthly toll call allowance for Standard Service.

Toll calls within 100 minute allowance	Per minute rate
Direct Dial Access	\$0.00

Toll calls above 100 minute allowance	Per minute rate
Direct Dial Access	\$0.15

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.
4. Standard Service Customers will receive Member to Member service (See Section 7.3.1.C) no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:	\$3.00
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\*\* *This option grandfathered effective October 12, 2002 and is available to existing customers only.*

\* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service formerly known as Missouri Home Edition – Standard Serviced

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Issued by:

Scott Klopach  
Vice President and General Counsel  
7171 Forest Lane, Suite 700  
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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.2 Trinsic Basic Service \*\*(1)**

Package Price for Basic Service	
Primary Line, per month	\$43.18
Secondary Line, per month	\$29.90
New Service Connection Fee, one-time charge, per line #	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

**A.** Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See the Company's interexchange telecommunications PSC Mo. No. 7 tariff*). Such travel card calls are not included in the monthly toll call allowance for Basic Service.

Toll calls within 30 minute allowance Direct Dial Access	\$0.00
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Toll calls above 30 minute allowance Direct Dial Access	\$0.15
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2. Local line and unlimited local calling.

**B.** Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
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Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

**C.** Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
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\*\* *This option grandfathered effective October 12, 2002 and is available to existing customers only.*

# Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

(1) This service formerly known as Missouri Home Edition – Basic Service

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.2 Trinsic Basic Service,\*\* (Cont'd.)**

**D. Distinctive Ring Calling Feature:**

Monthly Recurring Charge Per Feature: \$3.00

**9.1.3 Trinsic Value Service <sup>1\*\*</sup>**

Package Price for Trinsic Value

Primary Line, per month

UNE Zone 1: \$42.07  
UNE Zone 2: \$53.15  
UNE Zone 3: \$57.58  
UNE Zone 4: \$53.15

Secondary Line, per month

UNE Zone 1: \$35.44  
UNE Zone 2: \$47.62  
UNE Zone 3: \$52.05  
UNE Zone 4: \$47.62

New Service Connection Fee, one-time charge, per line <sup>#</sup>

Per Primary Line: \$69.99  
Per Secondary Line: \$55.00

<sup>1</sup> This service was formerly known as Z-Line Home Select.

<sup>#</sup> Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

*\*\*This option grandfathered effective September 27, 2003 and is available to existing customers only.*



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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.3 Trinsic Value Service <sup>1\*\*</sup>**

A. Trinsic Value includes the following, (cont'd.):

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see the Company's *Interexchange Telecommunications Tariff PSC Mo. No. 7 Tariff*.) Such travel card calls are not included in the monthly toll call allowance for Trinsic Value.

Toll calls within 50 minute allowance Direct Dial Access	\$0.00
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Toll calls above 50 minute allowance Direct Dial Access	\$0.07
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2. Local line and unlimited local calling.

3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.

4. Member to Member Service.

5. The following additional custom calling features are available with this service.

	<u>Per Month</u>
Distinctive Ring	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

<sup>1</sup> This service was formerly known as Z-Line Home Select.

\*\* This option grandfathered effective September 27, 2003 and is available to existing customers only.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.4 TrinsicBUSINESS A La Carte Service \*\***

**A. Local Exchange Service**

**1. Local Access Line**

Local Business Line	
Monthly Rate	\$32.00
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

<sup>1</sup> Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

**B. Toll Service**

**1. Long Distance Service**

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

LD Minutes	LD Minutes Pack	
	<u>Monthly Rate</u>	<u>Intrastate Overage</u>
1,000 Long Distance Minutes Pack	\$59.00	\$0.079
5,000 Long Distance Minutes Pack	\$245.00	\$0.069

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

**C. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. TrinsicBusiness A La Carte Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute:	\$0.069
Monthly Recurring Charge Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$9.99

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.1 Network Exchange Bundled Service, (Cont'd.)**

**9.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

**D. Business Network Rate Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

**E. Calling Features**

**1. Rates**

(a) Monthly Rates, per Feature: \$3.00

(b) Monthly Rate, Feature Pack,  
(3 or more features): \$9.00

**F. Remote Call Forwarding (RCF) Service**

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

**1. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 7.3.1.F of this tariff).

**2. Monthly Recurring Charge**

Per line: \$15.00

*\*\*This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.2 Trinsic Complete Local\*\***

Per line, per month	\$53.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

- \* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.
- \*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.3 Trinsic Complete Residential**

**9.3.1 Trinsic Complete Plus\*\***

Trinsic Complete Plus, per month	\$37.49*
Trinsic Complete Plus with International Option, per month	\$40.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

**9.3.2 Trinsic Complete Nation \*\***

Trinsic Complete Nation, Per bundle, per month	\$69.99*
Trinsic Complete Nation with International Option, per bundle, per month	\$72.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.3 Trinsic Complete Residential, (Cont'd.)**

**9.3.3 Trinsic Complete Nation II\*\***

Trinsic Complete Nation II, per bundle, per month	\$67.49*
Trinsic Complete Nation II with International Option, per bundle, per month	\$70.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

**9.3.4 Trinsic Complete 250\*\***

Trinsic Complete 250, per bundle, per month	\$62.49*
Trinsic Complete 250 with International Option, per bundle, per month	\$65.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.



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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.3 Trinsic Complete Residential, (Cont'd.)**

**9.3.5 Trinsic Complete 50\*\***

Trinsic Complete 50, per bundle, per month	\$51.49*
Trinsic Complete 50 with International Option, per bundle, per month	\$54.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.4 Trinsic Complete for Business**

**9.4.1 Trinsic Complete Local for Business \*\***

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$43.95*
Rate Group 2-5	N/A

Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$49.90*
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

**9.4.2 Trinsic Complete Nation for Business\*\***

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$60.45*
Rate Group 2-5	N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month	
Rate Group 1	\$66.40
Rate Group 2-5	N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

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**SECTION 9 - TRINSIC GRANDFATHERED SERVICES RATES, (CONT'D.)**

**9.4 Trinsic Complete for Business, (Cont'd.)**

**9.4.3 Trinsic Complete Premium for Business\*\***

Trinsic Complete Premium for Business, per bundle, per month	
Rate Group 1	\$76.95*
Rate Group 2-5	N/A

Trinsic Complete Premium for Business with International Option, per bundle, per month	
Rate Group 1	\$82.90*
Rate Group 2-5	N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.matrixbt.com](http://www.matrixbt.com).

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.