



October 28, 2014
Via Web Filing

Mr. Morris Woodruff, Executive Secretary
Missouri Public Service Commission
200 Madison Street
Suite 500
Jefferson City, MO 65102-0360

**RE: Matrix Telecom, Inc. d/b/a Matrix Business Technologies
Notification of Detariffing**

Dear Mr. Woodruff:

Pursuant to SB651, enacted March 20, 2014, please accept this letter as notice that Matrix Telecom, Inc. d/b/a Matrix Business Technologies is electing to be exempt from the requirement to maintain a retail tariff on file with the Commission and is withdrawing in whole its Competitive Local Exchange Telecommunications Services Tariff No. 10, effective October 29, 2014.

The Company will make the Price Lists available on its website outlining the terms, conditions and rates associated with the services offered by the Company. The hyperlink to the website where the Price Lists are posted for public inspection is as follows:

www.tariffs.net/matrix

Any questions you may have regarding this filing should be directed to my attention at 407-740-3001 or via email to tforte@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Thomas M. Forte
Consultant to Matrix Telecom, Inc.

cc: Alex Valencia - Matrix
Office of Public Counsel
file: Matrix - Missouri - Other
tms: MOx1400

TF/mw

JC-2015-0180

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

2600 Maitland Center Parkway, Suite 300 - Maitland, FL 32751
P.O. Drawer 200 - Winter Park, FL 32790-0200 - Telephone: (407) 740-8575 - Facsimile: (407) 740-0613
www.tminc.com

This tariff, Missouri Tariff No. 10 filed by Matrix Telecom, Inc. d/b/a Matrix Business Technologies, cancels and replaces, in its entirety, the current tariff on file with the Commission, MO PSC Tariff No. 1, issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies.

Schedule of Rates, Rules and Regulation

Resale and Facilities-Based Competitive Local Exchange Telecommunications Services

Provided in the State of Missouri

OFFERED BY

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 400
Irving, Texas 75039
Phone: 800-406-0705
Fax: 800-406-0703
Web: www.matrixbt.com

(T)
(T)

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. (“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 433 E. Las Colinas Blvd., Suite 400, Irving, Texas 75039.

(T)
(T)

Issued: November 22, 2011

Effective: December 22, 2011

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 400
Irving, TX 75039

FILED
Missouri Public
Service Commission
JC-2012-0234

MO11102

This tariff, Missouri Tariff No. 10 filed by Matrix Telecom, Inc. d/b/a Matrix Business Technologies, cancels and replaces, in its entirety, the current tariff on file with the Commission, MO PSC Tariff No. 1, issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies.

Schedule of Rates, Rules and Regulation

Resale and Facilities-Based Competitive Local Exchange Telecommunications Services

Provided in the State of Missouri

OFFERED BY

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, Texas 75230
Phone: 800-406-0705
Fax: 800-406-0703
Web: 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. ("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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
December 22, 2011
Missouri Public
Service Commission
JC-2012-0234

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

TABLE OF CONTENTS

Table of Contents	1	
List of Waived Statutes and Regulations	2	
Application of Tariff	3	
Explanation of Symbols	4	
Tariff Format	5	
Section 1 - Explanation of Terms	6	
Section 2 - Regulations	10	
Section 3 - Service Description and Rates	39	
Section 4 - Trinsic Products	62	
Section 5 - Grandfathered Services		
Section 6 - List of Exchanges	111	
Section 7 – Special Promotional Offerings	115	
Section 8 - Impact Products	116	(T)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

TABLE OF CONTENTS

Table of Contents	1	
List of Waived Statutes and Regulations	2	
Application of Tariff	3	
Explanation of Symbols	4	
Tariff Format	5	
Section 1 - Explanation of Terms	6	
Section 2 - Regulations	10	
Section 3 - Service Description and Rates	39	
Section 4 - Trinsic Products	62	
Section 5 - Grandfathered Services		
Section 6 - List of Exchanges	111	
Section 7 – Special Promotional Offerings	115	(T)

Issued: February 5, 2010

Effective: February 12, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
August 7, 2014
Missouri Public
Service Commission
JC-2015-0005

FILED
Missouri Public MO11001
Service Commission
JC-2010-0487

TABLE OF CONTENTS

Table of Contents	1
List of Waived Statutes and Regulations	2
Application of Tariff	3
Explanation of Symbols	4
Tariff Format	5
Section 1 - Explanation of Terms	6
Section 2 - Regulations	10
Section 3 - Service Description and Rates	39
Section 4 - Trinsic Products	62
Section 5 - Grandfathered Services	
Section 6 - List of Exchanges	111

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
February 12, 2010
Missouri Public
Service Commission
JC-2010-0487

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

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 Securitas, 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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

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 Matrix Business Technologies ("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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

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.
- C. Paragraph Numbering Sequence:** There are nine 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
- 2.1.1.A.1.(a).I.(i)
- 2.1.1.A.1.(a).I.(i).(1)

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 1 - 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

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).

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MOI0904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

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.

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 1 - EXPLANATION OF TERMS, (CONT'D.)

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.

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

- 2.1.1** The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.
- 2.1.2** 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.
- 2.1.3** The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- 2.1.4** The Company will comply with any applicable quality of service requirements according to Missouri laws and rules.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.2 Terms and Conditions

- 2.2.1 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.
- 2.2.2 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.
- 2.2.3 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.
- 2.2.4 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.2.5 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.
- 2.2.6 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.
- 2.2.7 Customer shall not connect any equipment to the Company's network, except with at least ten (10) days prior written notice to the Company.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.3 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.4 Provision of Equipment and Facilities

- 2.4.1** 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 2.5 of this tariff.
- 2.4.2** 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.
- 2.4.3** 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.
- 2.4.4** 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

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

2.4.5 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.

2.4.6 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company

- 2.5.1** 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.
- 2.5.2** 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 2.7.2, the Company's liability, if any, shall be limited as provided herein.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.3 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.

2.5.4 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.

2.5.5 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.6 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

2.5.7 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.5 Liability of the Company, (Cont'd.)

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

B. (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.

2.5.8 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.6 Directory Listings

- 2.6.1** 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 2.5.7 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 2.6.2** 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.
- 2.6.3** 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.
- 2.6.4** The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)**2.7 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.

2.7.1 Temporary Suspension for Repairs

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.

2.7.2 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.7 Interruptions in Service, (Cont'd.)

2.7.3 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer

2.8.1 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.

2.8.2 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer, (Cont'd.)

2.8.3 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 2.7.2 is not applicable.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer, (Cont'd.)

2.8.4 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.8 Obligations of the Customer, (Cont'd.)

2.8.5 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.9 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.

2.9.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

2.9.2 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).

2.9.3 911 Surcharge

The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. The Company will observe and adhere to the Commission's emergency telephone service rules in 4 CSR 340-34.

2.9.4 Deaf Relay Service and Equipment Distribution Program Surcharge a/k/a Relay Missouri

The Relay Missouri has been established to help pay for keeping local phone rates affordable for Hearing and Speech Impaired customers. The amount of the surcharge will be consistent with the rate set by the Commission from time to time.

\$0.13 per line monthly recurring charge

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission MOI0904
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC 2015 0100

SECTION 2 - REGULATIONS, (CONT'D.)**2.9 Payment Arrangements, (Cont'd.)****2.9.5 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 \$25.00 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230**FILED**
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

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

G. Invoice Billing Fee

The Company will assess an Invoice Billing Fee of \$2.00 per month for Customers that elect to continue to receive paper invoices from the Company. This fee will be waived for Customers that elect to forgo the monthly paper invoice and instead choose to receive electronic invoices from the Company through the Electronic Bill Payment System.

(N)
|
|
|
|
|
(N)

Issued: November 22, 2011

Effective: December 22, 2011

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 400
Irving, TX 75039

MO11102

SECTION 2 - REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

2.9.6 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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.1 Discontinuance of Service by Company

- A.** The company may discontinue service to a customer without notice under the following conditions:
1. the event of tampering with the company's equipment;
 2. 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. 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.
- 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;

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

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

B. (Cont'd.)

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.2 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 2.7), 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. nonrecurring charges reasonably expended by Company to establish service to Customer, plus
 2. disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
 3. recurring charges specified in the applicable service order tariff for the balance of the then current term.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

2.10.3 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 2 - REGULATIONS, (CONT'D.)

2.11 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 re-established only upon the basis of an application for new service.

2.12 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.13 Notices and Communications

- 2.13.1** 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.
- 2.13.2** 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.
- 2.13.3** All notices or other communications required to be 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.
- 2.13.4** 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 2 - REGULATIONS, (CONT'D.)

2.14 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.

2.15 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.

2.16 Customer Service

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

2.17 Prorating

All services have a minimum period of one month and are billed one-month in advance. Monthly Recurring Charges are payable in full as of the first day of the billing cycle in which the service is furnished. Therefore, the Monthly Recurring Charges are not subject to pro-rating if service is disconnected prior to the end of a billing period.

Services that are ordered prior to the beginning of a billing period will be prorated from the order date to the Customer's applicable billing period.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.1 Local Service

3.1.1 General

- A. Matrix Telecom, Inc. d/b/a Matrix Business Technologies' 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.1 Local Service, (Cont'd.)****3.1.2 Business Service Rates**

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$44.64 (I)	\$37.64 (I)
Rate Group B	\$45.89 (I)	\$38.89 (I)
Rate Group C	\$47.64 (I)	\$40.64 (I)
Rate Group D	\$47.14 (I)	\$42.14 (I)
Rate Group E	\$53.64 (I)	\$46.64 (I)
Rate Group F	\$57.14 (I)	\$50.14 (I)
Rate Group G	\$58.64 (I)	\$51.64 (I)
Rate Group H	\$60.64 (I)	\$53.64 (I)

A. 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

3.1.3 Local Digital Service Rates

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per D Channel	\$100.00	\$2500.00

3.1.4 Foreign Exchange Service

The Customer may opt to have service furnished from an exchange other than the one in which they are located. This service arrangement is to be furnished under special conditions where it is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished to other customers. The following monthly recurring charge will apply per T-1 equipped with the service:

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per T-1	\$100.00	\$0.00

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

433 East Las Colinas Blvd., Suite 400

Irving, TX 75039

FILED**Missouri Public
Service Commission MO11201
JC-2013-0227**

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.1 Local Service, (Cont'd.)****3.1.2 Business Service Rates**

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$43.07 (I)	\$36.07 (I)
Rate Group B	\$44.32 (I)	\$37.32 (I)
Rate Group C	\$46.07 (I)	\$39.07 (I)
Rate Group D	\$45.57 (I)	\$40.57 (I)
Rate Group E	\$52.07 (I)	\$45.07 (I)
Rate Group F	\$55.57 (I)	\$48.57 (I)
Rate Group G	\$57.07 (I)	\$50.07 (I)
Rate Group H	\$59.07 (I)	\$52.07 (I)

A. 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

3.1.3 Local Digital Service Rates

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per D Channel	\$100.00	\$2500.00

3.1.4 Foreign Exchange Service

The Customer may opt to have service furnished from an exchange other than the one in which they are located. This service arrangement is to be furnished under special conditions where it is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished to other customers. The following monthly recurring charge will apply per T-1 equipped with the service:

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per T-1	\$100.00	\$0.00

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426
MO1101

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.1 Local Service, (Cont'd.)****3.1.2 Business Service Rates**

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$41.50	\$34.50
Rate Group B	\$42.75	\$35.75
Rate Group C	\$44.50	\$37.50
Rate Group D	\$46.00	\$39.00
Rate Group E	\$50.50	\$43.50
Rate Group F	\$54.00	\$47.00
Rate Group G	\$55.50	\$48.50
Rate Group H	\$57.50	\$50.50

A. 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

3.1.3 Local Digital Service Rates

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per D Channel	\$100.00	\$2500.00

3.1.4 Foreign Exchange Service

The Customer may opt to have service furnished from an exchange other than the one in which they are located. This service arrangement is to be furnished under special conditions where it is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished to other customers. The following monthly recurring charge will apply per T-1 equipped with the service:

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Per T-1	\$100.00	\$0.00

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features

3.2.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 General, (Cont'd.)

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.

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-NPA-NXX-XXXX type numbers).

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 General, (Cont'd.)

G. Call Waiting

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

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:

- a) Private, nonprofit, tax exempt, domestic violence intervention agencies,
- b) 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.2 Features, (Cont'd.)****3.2.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189
MOI0904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 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.

P. 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.2 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.2 Features, (Cont'd.)****3.2.3 Rates****A. Business Service Rates**

	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 ¹	\$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

¹ Not available in all Central Offices

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.2 Features, (Cont'd.)****3.2.3 Rates, (Cont'd.)****B. PBX Service Rates**

	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
3 rd # Billed and Collect Blocking	\$0.00	\$0.00	\$0.00
Touch Tone	\$0.00	\$0.00	\$0.00

C. Digital Service Rates

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Directory Listings

3.3.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Directory Listings, (Cont'd.)

3.3.2 Rates

A. Business and PBX Service Rates

	<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	\$2.55 (I)	\$5.90
Non-Listed Number	\$1.15	\$5.75

B. Local Digital Service Rates

	<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	\$2.50 (I)	\$10.00
Non-Published Number	\$1.50	\$10.00

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 7171 Forest Lane, Suite 700
 Dallas, TX 75230

FILED
 Missouri Public
 Service Commission MOI1002
 JC-2010-0564

CANCELLED
 October 29, 2014
 Missouri Public
 Service Commission
 IC 2015-0100

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.3 Directory Listings, (Cont'd.)****3.3.2 Rates****A. Business and PBX Service Rates**

	<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

B. Local Digital Service Rates

	<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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.4 Directory Assistance

3.4.1 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.

3.4.2 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.

3.4.3 Rates

Per Directory Assistance Call:	\$0.45
Per Directory Assistance Call Completion:	\$0.30 ¹

¹ Provided where facilities permit; charge in addition to Directory Assistance Per Call Charge.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission MO10904
JC-2010-0189

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.5 Operator Services****3.5.1 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Operator Services, (Cont'd.)

3.5.2 Rates

A. Business and PBX Service Rates

	<u>Surcharge</u>	<u>Per minute Charge</u>
Third Party Billing	\$1.00	\$0.2000
Collect	\$1.00	\$0.2000
Person to Person	\$2.25	\$0.2000
Busy Line Verification	\$1.20	\$0.0000
Busy Line Verification 3 rd # billed	\$1.20	\$0.0000
Emergency Interrupt Call	\$1.85	\$0.0000

B. Local Digital Service Rates

	<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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MOI0904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Presubscription

3.6.1 Description

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

3.6.2 Rates

A. Business and PBX Service Rates

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.

B. Local Digital Service Rates

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Service Restoration Charge

3.7.1 Description

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.

3.7.2 Rates

\$35.00 per occurrence

(I)

Issued: February 18, 2011

Effective: March 1, 2011

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

433 East Las Colinas Blvd., Suite 400

Irving, TX 75039

Filed

Missouri Public
Service Commission

MO1101

JC-2011-0426

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Service Restoration Charge

3.7.1 Description

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.

3.7.2 Rates

\$12.00 per occurrence

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.8 Private Branch Exchange (PBX) Service

3.8.1 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.

3.8.2 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.

3.8.3 Rates

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$46.13 (I)	\$39.14 (I)
Rate Group B	\$47.38 (I)	\$40.38 (I)
Rate Group C	\$49.13 (I)	\$42.13 (I)
Rate Group D	\$50.63 (I)	\$43.63 (I)
Rate Group E	\$55.13 (I)	\$48.13 (I)
Rate Group F	\$58.63 (I)	\$51.63 (I)
Rate Group G	\$60.13 (I)	\$53.13 (I)
Rate Group H	\$62.13 (I)	\$55.13 (I)

A. 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

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.8 Private Branch Exchange (PBX) Service

3.8.1 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.

3.8.2 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.

3.8.3 Rates

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$44.56 (I)	\$37.57 (I)
Rate Group B	\$45.81 (I)	\$38.81 (I)
Rate Group C	\$47.56 (I)	\$40.56 (I)
Rate Group D	\$49.06 (I)	\$42.06 (I)
Rate Group E	\$53.56 (I)	\$46.56 (I)
Rate Group F	\$57.06 (I)	\$50.06 (I)
Rate Group G	\$58.56 (I)	\$51.56 (I)
Rate Group H	\$60.56 (I)	\$53.56 (I)

A. 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

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public
 Service Commission
 JC-2011-0426

MO11101

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.8 Private Branch Exchange (PBX) Service

3.8.1 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.

3.8.2 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.

3.8.3 Rates

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$42.99 (I)	\$35.99 (I)
Rate Group B	\$44.24 (I)	\$37.24 (I)
Rate Group C	\$45.99 (I)	\$38.99 (I)
Rate Group D	\$47.49 (I)	\$40.49 (I)
Rate Group E	\$51.99 (I)	\$44.99 (I)
Rate Group F	\$55.49 (I)	\$48.49 (I)
Rate Group G	\$56.99 (I)	\$49.99 (I)
Rate Group H	\$58.99 (I)	\$51.99 (I)

A. 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

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
 March 1, 2011
 Missouri Public
 Service Commission
 JC-2011-0426

FILED
 Missouri Public
 Service Commission
 JC-2010-0564
 MOI1002

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.8 Private Branch Exchange (PBX) Service****3.8.1 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.

3.8.2 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.

3.8.3 Rates

<u>Per Line</u>	<u>Local Only</u>	<u>Local w/Long Distance</u>
Rate Group A	\$41.50	\$34.50
Rate Group B	\$42.75	\$35.75
Rate Group C	\$44.50	\$37.50
Rate Group D	\$46.00	\$39.00
Rate Group E	\$50.50	\$43.50
Rate Group F	\$54.00	\$47.00
Rate Group G	\$55.50	\$48.50
Rate Group H	\$57.50	\$50.50

A. 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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.9 Direct Inward Dial (DID) Service¹

3.9.1 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.

3.9.2 Rates

A. DID CO Termination

Monthly Recurring Charge	\$45.00
Nonrecurring	\$137.50

B. 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

¹ 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.10 Moves, Adds and Changes

3.10.1 Nonrecurring Installation Charges will be applied per line when a Customer moves to a new address within the same local exchange.

3.10.2 Nonrecurring charges will be applied per line when a Customer requests any changes or additions to an existing account.

3.10.3 Rates

A. Time and Materials

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:

1.	Business and PBX Service	
	First 15 minutes	\$38.00
	Addl 15 minute increments	\$13.75
2.	Local Digital Service	
		<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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.10 Moves, Adds and Changes, (Cont'd.)

3.10.3 Rates, (Cont'd.)

B. Installation Charges

\$50.00 per business line installed, nonrecurring
\$50.00 per trunk installed, nonrecurring

C. Change Charges

1. Business and PBX Service

\$12.00 per occurrence

2. Local Digital Service

\$15.00 per occurrence

D. Initial Service Conversion (Business and PBX Services)

5.00 per line converted, nonrecurring

E. Intercept Service (Business and PBX Services)

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)**3.11 Measurement of Service**

3.11.1 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 serving wire center of the Customer's switch and the destination point.
- Step 2:** Obtain the difference between the "V" coordinates of each of the Rate 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 square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- 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 distance between the originating and terminating serving wire centers of the call.

Formula:

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS

4.1 Network Exchange Bundled Service

4.1.1 General

Matrix offers basic local exchange service to former Trinsic Customers 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 access¹ 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:

A. Primary Line

The initial residential local exchange access line per account.

B. 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.

¹ Voice mail and Internet access are not regulated by the Commission.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.1 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 Matrix 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230**FILED**
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.1 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 the 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.

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.1 General, (Cont'd.)**

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

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.

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.

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 maybe used on both outgoing and incoming.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189
MOI0904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.2 Trinsic Unlimited Service

A. Trinsic Unlimited Service includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see the Company's Missouri Interexchange Tariff. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited.
2. Local line and unlimited local calling
3. 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MOI0904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.2 Trinsic Unlimited Service, (Cont'd.)

B. 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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.3 TrinsicHome Unlimited

Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$69.96 (I)
UNE Zone 2:	\$76.60 (I)
UNE Zone 3:	\$81.03 (I)
UNE Zone 4:	\$76.60 (I)
Secondary Line, per month	
UNE Zones 1:	\$46.71 (I)
UNE Zone 2:	\$53.36 (I)
UNE Zone 3:	\$57.79 (I)
UNE Zone 4:	\$53.36 (I)
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 on-line via the trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.3 TrinsicHome Unlimited

Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$68.39 (I)
UNE Zone 2:	\$75.03 (I)
UNE Zone 3:	\$79.46 (I)
UNE Zone 4:	\$75.03 (I)
Secondary Line, per month	
UNE Zones 1:	\$45.14 (I)
UNE Zone 2:	\$51.79 (I)
UNE Zone 3:	\$56.22 (I)
UNE Zone 4:	\$51.79 (I)
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 on-line via the trinsic.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.

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.3 TrinsicHome Unlimited

Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$66.82 (I)
UNE Zone 2:	\$73.46 (I)
UNE Zone 3:	\$77.89 (I)
UNE Zone 4:	\$73.46 (I)
Secondary Line, per month	
UNE Zones 1:	\$43.57 (I)
UNE Zone 2:	\$50.22 (I)
UNE Zone 3:	\$54.65 (I)
UNE Zone 4:	\$50.22 (I)
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 on-line via the trinsic.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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.3 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 on-line via the trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.3 TrinsicHome Unlimited, (Cont'd.)

A. TrinsicHome Unlimited includes the following

1. Unlimited toll calling. For toll calls placed away from home, see the Company's Missouri Interexchange Tariff. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Unlimited.
2. Local line and unlimited local calling
3. 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.4 TrinsicHOME Basic Service with PVA

A. Rates

Primary Line, per month	
UNE Zones 1:	\$31.20 (I)
UNE Zone 2:	\$37.84 (I)
UNE Zone 3:	\$42.27 (I)
UNE Zone 4:	\$37.84 (I)
Secondary Line, per month	
UNE Zones 1:	\$31.20 (I)
UNE Zone 2:	\$37.84 (I)
UNE Zone 3:	\$42.27 (I)
UNE Zone 4:	\$37.84 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. 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
--------------------------	--------

C. Intrastate long distance may be utilized with this service.

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

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

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.4 TrinsicHOME Basic Service with PVA

A. Rates

Primary Line, per month	
UNE Zones 1:	\$29.63 (I)
UNE Zone 2:	\$36.27 (I)
UNE Zone 3:	\$40.70 (I)
UNE Zone 4:	\$36.27 (I)
Secondary Line, per month	
UNE Zones 1:	\$29.63 (I)
UNE Zone 2:	\$36.27 (I)
UNE Zone 3:	\$40.70 (I)
UNE Zone 4:	\$36.27 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. 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
--------------------------	--------

C. Intrastate long distance may be utilized with this service.

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

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

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.4 TrinsicHOME Basic Service with PVA

A. Rates

Primary Line, per month	
UNE Zones 1:	\$28.06 (I)
UNE Zone 2:	\$34.70 (I)
UNE Zone 3:	\$39.13 (I)
UNE Zone 4:	\$34.70 (I)
Secondary Line, per month	
UNE Zones 1:	\$28.06 (I)
UNE Zone 2:	\$34.70 (I)
UNE Zone 3:	\$39.13 (I)
UNE Zone 4:	\$34.70 (I)
New Service Connection Fee, one-time charge, per line [#]	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. 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
--------------------------	--------

C. Intrastate long distance may be utilized with this service.

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

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

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.4 TrinsicHOME Basic Service with PVA

A. 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

B. 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
--------------------------	--------

C. Intrastate long distance may be utilized with this service.

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

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.5 Trinsic Value Service with PVA ¹

A. Rates

Primary Line, per month	
UNE Zone 1:	\$46.70 (I)
UNE Zone 2:	\$57.78 (I)
UNE Zone 3:	\$62.21 (I)
UNE Zone 4:	\$57.78 (I)
Secondary Line, per month	
UNE Zone 1:	\$40.07 (I)
UNE Zone 2:	\$52.55 (I)
UNE Zone 3:	\$56.68 (I)
UNE Zone 4:	\$52.25 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. Intrastate long distance may be utilized with this service.

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

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

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies **FILED**
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

**Missouri Public
 Service Commission MO11201
 JC-2013-0227**

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.5 Trinsic Value Service with PVA ¹

A. Rates

Primary Line, per month	
UNE Zone 1:	\$45.13 (I)
UNE Zone 2:	\$56.21 (I)
UNE Zone 3:	\$60.64 (I)
UNE Zone 4:	\$56.21 (I)
Secondary Line, per month	
UNE Zone 1:	\$38.50 (I)
UNE Zone 2:	\$50.98 (I)
UNE Zone 3:	\$55.11 (I)
UNE Zone 4:	\$50.68 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. Intrastate long distance may be utilized with this service.

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

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

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.5 Trinsic Value Service with PVA ¹

A. Rates

Primary Line, per month	
UNE Zone 1:	\$43.56 (I)
UNE Zone 2:	\$54.64 (I)
UNE Zone 3:	\$59.07 (I)
UNE Zone 4:	\$54.64 (I)
Secondary Line, per month	
UNE Zone 1:	\$36.93 (I)
UNE Zone 2:	\$49.41 (I)
UNE Zone 3:	\$53.54 (I)
UNE Zone 4:	\$49.11 (I)
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. Intrastate long distance may be utilized with this service.

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

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

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.5 Trinsic Value Service with PVA ¹

A. 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 #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

B. Intrastate long distance may be utilized with this service.

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

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.6 Business 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. 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. 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.

A. Outbound Service

Primary Line, per month	\$63.13 (I)
Additional Lines, per month:	\$53.13 (I)

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

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

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

433 East Las Colinas Blvd., Suite 400

Irving, TX 75039

FILED

Missouri Public

Service Commission MO11201

JC-2013-0227

CANCELLED

October 29, 2014

Missouri Public

Service Commission

JC-2015-0180

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.6 Business 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. 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. 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.

A. Outbound Service

Primary Line, per month	\$61.56 (I)
Additional Lines, per month:	\$51.56 (I)
New Service Connection Fee, one-time charge, per line [#]	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

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

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426

MO1101

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.6 Business 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. 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. 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.

A. Outbound Service

Primary Line, per month	\$59.99
Additional Lines, per month:	\$49.99
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.6 Business Simplicity Service, (Cont'd.)****B. 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

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. 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.

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

* 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.1 Network Exchange Bundled Service, (Cont'd.)

4.1.6 Business Simplicity Service, (Cont'd.)

D. 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.

Calls are billed in six (6) second increments.

Rate Per Minute: \$0.049

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.1 Network Exchange Bundled Service, (Cont'd.)****4.1.7 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.

4.1.8 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.2 Trinsic Business Plus Service

4.2.1 Local Exchange Service

A. 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:	\$35.14 (I)	\$51.14 (I)
Service Connection Fee, one-time charge per line ¹		
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.

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

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.2 Trinsic Business Plus Service

4.2.1 Local Exchange Service

A. 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:	\$33.57 (I)	\$49.57 (I)
Service Connection Fee, one-time charge per line ¹		
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%

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public *MO1101*
 Service Commission
 JC-2011-0426

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.2 Trinsic Business Plus Service

4.2.1 Local Exchange Service

A. 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 ¹		
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%

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.2 Trinsic Business Plus Service, (Cont'd.)

4.2.1 Local Exchange Service, (Cont'd.)

B. 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 4.1.1.

	<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

4.2.2 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 Missouri Interexchange Tariff.

4.2.3 Trinsic Business Plus Toll Free Service

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Company's Missouri Interexchange Tariff.

¹ 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.2 Trinsic Business Plus Service, (Cont'd.)

4.2.4 Travel Card Service

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Company's Missouri Interexchange Tariff.

4.2.5 Business Network Service

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Company's Missouri Interexchange Tariff.

4.2.6 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.

A. 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.

B. Monthly Recurring Charge

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.3 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.

4.3.1 General

Stand Along Local Exchange Service includes the following:

A. Local Exchange access line and unlimited local exchange calling

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

	<u>Per Month</u>
Primary Line	\$39.64 (I)
Service Connection Fee, one-time charge per line: Primary Line	\$69.99

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.3 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.

4.3.1 General

Stand Along Local Exchange Service includes the following:

A. Local Exchange access line and unlimited local exchange calling

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

	<u>Per Month</u>
Primary Line	\$38.07 (I)
Service Connection Fee, one-time charge per line: Primary Line	\$69.99

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public
 Service Commission
 JC-2011-0426

MO11101

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.3 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.

4.3.1 General

Stand Along Local Exchange Service includes the following:

A. Local Exchange access line and unlimited local exchange calling

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

	<u>Per Month</u>
Primary Line	\$36.49 (I)
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.3 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.

4.3.1 General

Stand Along Local Exchange Service includes the following:

A. Local Exchange access line and unlimited local exchange calling

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

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

 Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.4 Service Order and Change Charges**

Nonrecurring 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.5 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.

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

4.6 Optional Calling Features

4.6.1 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
	<u>Per Month</u>	N/A	<u>Per Month</u>	N/A
Call Blocking	\$3.00	N/A	\$3.00	N/A
VIP Alert	\$3.00	N/A	\$3.00	N/A

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.7 Directory Assistance Services

4.7.1 Directory Assistance

A. 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>Residential</u>	<u>Business</u>
<u>Basic Directory Assistance</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
 <u>National Directory Assistance</u>		
Sent-Paid	\$1.25	\$1.02
Alternately Billed	\$1.25	\$1.10
 PVA - Directory Assistance ⁵	\$0.43	\$0.43

⁵ PVA Directory Assistance is a directory service whereby 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.7 Directory Assistance Services, (Cont'd.)

4.7.2 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 4.7.

A. 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 "1" 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.8 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:

4.8.1 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

4.9 Busy Line Verification and Line Interrupt Service

4.9.1 Rates

	<u>Per call</u>
Busy Line Verification, per request	\$2.25
Emergency Interruption	\$3.00

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.10 Directory Listing Service

4.10.1 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	\$3.00 (I)
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 nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 4.4 of this tariff.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 7171 Forest Lane, Suite 700
 Dallas, TX 75230

FILED
Missouri Public
Service Commission MO11002
JC-2010-0564

CANCELLED
October 29, 2014
Missouri Public
Service Commission
IC 2015-0100

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)**4.10 Directory Listing Service****4.10.1 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 nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 4.4 of this tariff.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.11 Toll Restriction

4.11.1 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

4.12 900 Call Restriction

4.12.1 Rates

Residence	No Charge
Business	\$18.25 Nonrecurring Charge

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.13 Carrier Presubscription

4.13.1 Presubscription Charges

A. 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.

B. Nonrecurring Charges

Per business or residence line, trunk, or port: \$5.00

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.14 Intercept Referral Service

4.14.1 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

	<u>Up to 90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 4 - TRINSIC PRODUCTS, (CONT'D.)

4.15 Public Telephone Surcharge

	<u>Residential</u>	<u>Business</u>
Rate Per Call	\$0.60	\$0.30

4.16 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.

Referral Credit	\$20.00
-----------------	---------

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 5 - GRANDFATHERED SERVICES

5.1 Grandfathered Network Exchange Bundled Service

5.1.1 Trinsic Standard Service **

Package Price for Standard Service

Monthly Rate

Primary Line	\$65.53 (I)
Secondary Line	\$34.53 (I)
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99
Secondary Line	\$55.00

- 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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

Toll calls within 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.00
Toll calls above 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.15

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. Distinctive Ring Calling Feature \$3.00 per month

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

CANCELLED
 October 29, 2014
 Missouri Public
 Service Commission
 JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES

5.1 Grandfathered Network Exchange Bundled Service

5.1.1 Trinsic Standard Service **

Package Price for Standard Service

Monthly Rate	
Primary Line	\$63.96 (I)
Secondary Line	\$32.96 (I)
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99
Secondary Line	\$55.00

- 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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

Toll calls within 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.00
Toll calls above 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.15

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. Distinctive Ring Calling Feature \$3.00 per month

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public
 Service Commission
 JC-2011-0426
 MO11101

SECTION 5 - GRANDFATHERED SERVICES

5.1 Grandfathered Network Exchange Bundled Service

5.1.1 Trinsic Standard Service **

Package Price for Standard Service

Monthly Rate	
Primary Line	\$62.39 (I)
Secondary Line	\$31.39 (I)
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99
Secondary Line	\$55.00

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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

Toll calls within 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.00
Toll calls above 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.15

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. Distinctive Ring Calling Feature \$3.00 per month

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 7171 Forest Lane, Suite 700
 Dallas, TX 75230

Cancelled
 March 1, 2011
 Missouri Public
 Service Commission
 JC-2011-0426

FILED
 Missouri Public
 Service Commission MOI1002
 JC-2010-0564

SECTION 5 - GRANDFATHERED SERVICES**5.1 Grandfathered Network Exchange Bundled Service****5.1.1 Trinsic Standard Service ****

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

- 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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

Toll calls within 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.00

Toll calls above 100 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.15

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. Distinctive Ring Calling Feature \$3.00 per month

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)****5.1.2 Trinsic Basic Service ****

Package Price for Basic Service	
Primary Line, per month	\$47.81 (I)
Secondary Line, per month	\$34.53 (I)
New Service Connection Fee, one-time charge, per line	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00

Toll calls above 30 minute allowance	
Direct Dial Access	\$0.15

2. Local line and unlimited calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

433 East Las Colinas Blvd., Suite 400

Irving, TX 75039

FILED

Missouri Public

Service Commission MO11201

JC-2013-0227

CANCELLED

October 29, 2014

Missouri Public

Service Commission

JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.2 Trinsic Basic Service **

Package Price for Basic Service	
Primary Line, per month	\$46.24 (I)
Secondary Line, per month	\$32.96 (I)
New Service Connection Fee, one-time charge, per line	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00
Toll calls above 30 minute allowance	
Direct Dial Access	\$0.15

2. Local line and unlimited calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: February 18, 2011
 By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Effective: March 1, 2011

Filed
 Missouri Public
 Service Commission
 JC-2011-0426
 MO1101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.2 Trinsic Basic Service **

Package Price for Basic Service	
Primary Line, per month	\$44.67 (I)
Secondary Line, per month	\$31.39 (I)
New Service Connection Fee, one-time charge, per line	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00
Toll calls above 30 minute allowance	
Direct Dial Access	\$0.15

2. Local line and unlimited calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED

**Missouri Public
 Service Commission
 JC-2010-0564**

MO11002

**Cancelled
 March 1, 2011
 Missouri Public
 Service Commission
 JC-2011-0426**

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)****5.1.2 Trinsic Basic Service ****

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. 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 Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00

Toll calls above 30 minute allowance	
Direct Dial Access	\$0.15

2. Local line and unlimited calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

 Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.2 Trinsic Basic Service **, (Cont'd.)

- 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.

Feature Pack \$7.99 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

- D.** Distinctive Ring Calling Feature

Monthly Recurring Charge Per Feature: \$3.00

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.3 Trinsic Value Service **

Package Price for Trinsic Value

Primary Line, per month

UNE Zone 1:	\$46.70 (I)
UNE Zone 2:	\$57.78 (I)
UNE Zone 3:	\$62.21 (I)
UNE Zone 4:	\$57.78 (I)

Secondary Line, per month

UNE Zone 1:	\$40.07 (I)
UNE Zone 2:	\$52.25 (I)
UNE Zone 3:	\$56.68 (I)
UNE Zone 4:	\$52.25 (I)

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

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

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, Service (See the Company's Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.

Toll calls within 50 minute allowance Direct Dial Access	\$0.00
---	--------

Toll calls above 50 minute allowance Direct Dial Access	\$0.07
--	--------

2. Local line and unlimited local calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.3 Trinsic Value Service **

Package Price for Trinsic Value

Primary Line, per month

UNE Zone 1:	\$45.13 (I)
UNE Zone 2:	\$56.21 (I)
UNE Zone 3:	\$60.64 (I)
UNE Zone 4:	\$56.21 (I)

Secondary Line, per month

UNE Zone 1:	\$38.50 (I)
UNE Zone 2:	\$50.68 (I)
UNE Zone 3:	\$55.11 (I)
UNE Zone 4:	\$50.68 (I)

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

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

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, Service (See the Company's Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.

Toll calls within 50 minute allowance Direct Dial Access	\$0.00
---	--------

Toll calls above 50 minute allowance Direct Dial Access	\$0.07
--	--------

2. Local line and unlimited local calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public
 Service Commission
 JC-2011-0426

MO11101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.3 Trinsic Value Service **

Package Price for Trinsic Value

Primary Line, per month

UNE Zone 1: \$43.56 (I)

UNE Zone 2: \$54.64 (I)

UNE Zone 3: \$59.07 (I)

UNE Zone 4: \$54.64 (I)

Secondary Line, per month

UNE Zone 1: \$36.93 (I)

UNE Zone 2: \$49.11 (I)

UNE Zone 3: \$53.54 (I)

UNE Zone 4: \$49.11 (I)

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

Per Primary Line: \$69.99

Per Secondary Line: \$55.00

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, Service (See the Company's Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.

Toll calls within 50 minute allowance
Direct Dial Access \$0.00

Toll calls above 50 minute allowance
Direct Dial Access \$0.07

- 2. Local line and unlimited local calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED

Missouri Public

Service Commission

JC-2010-0564

MO11002

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.3 Trinsic Value Service **

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

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, Service (See the Company's Missouri Interexchange Tariff). Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.

Toll calls within 50 minute allowance Direct Dial Access	\$0.00
---	--------

Toll calls above 50 minute allowance Direct Dial Access	\$0.07
--	--------

2. Local line and unlimited local calling.

***This option grandfathered effective October 12, 2002 and is available to existing customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.1 Grandfathered Network Exchange Bundled Service, (Cont'd.)

5.1.3 Trinsic Value Service **, (Cont'd.)

A. Trinsic Value includes the following, (Cont'd.)

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. 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

***This option grandfathered effective September 27, 2003 and is available to existing customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.2 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.

5.2.1 Local Exchange Service

There is a one-time charge per line Service Connection Fee for Local Exchange Service ¹.

A. Local Access Line

Local Business Line	
Monthly Rate	\$33.57 (I)
Service Connection Fee, one-time charge per line ¹	
Per Line	\$49.99

5.2.2 Toll Service

A. Long Distance Service

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

B. 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	
		Monthly Rate	Intrastate Overage
	1,000 Long Distance Minutes Pack	\$59.00	\$0.079
	5,000 Long Distance Minutes Pack	\$245.00	\$0.069

¹ 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.*

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopach, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public
 Service Commission
 JC-2011-0426

MO11101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.2 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.

5.2.1 Local Exchange Service

There is a one-time charge per line Service Connection Fee for Local Exchange Service ¹.

A. Local Access Line

Local Business Line	
Monthly Rate	\$32.00
Service Connection Fee, one-time charge per line ¹	
Per Line	\$49.99

5.2.2 Toll Service

A. Long Distance Service

Long distance service is billed in six (6) second increments.

Rate Per Minute: \$0.089

B. 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	Monthly Rate	Intrastate Overage
1,000 Long Distance Minutes Pack		\$59.00	\$0.079
5,000 Long Distance Minutes Pack		\$245.00	\$0.069

¹ 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.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.2 TrinsicBUSINESS A La Carte Service**, (Cont'd.)****5.2.3 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. 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

5.2.4 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.

Rate per minute:	\$0.039
------------------	---------

***This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189
MOI0904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.2 TrinsicBUSINESS A La Carte Service**, (Cont'd.)****5.2.5 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.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.2 TrinsicBUSINESS A La Carte Service**, (Cont'd.)****5.2.5 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.

A. Rates

- | | | |
|----|---|--------|
| 1. | Monthly Rates, per Feature: | \$3.00 |
| 2. | Monthly Rate, Feature Pack, (3 or more features): | \$9.00 |

***This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

 Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

 FILED
 Missouri Public
 Service Commission
 JC-2010-0189

MOI0904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.2 TrinsicBUSINESS A La Carte Service**, (Cont'd.)****5.2.6 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.

5.2.7 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.

A. 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.

B. Monthly Recurring Charge

Per line: \$15.00

***This service grandfathered effective June 26, 2003 and is available to existing Customers only.*

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.3 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.

Per line, per month	\$60.12* (I)
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.

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.3 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.

Per line, per month	\$58.55* (I)
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.

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426

MO11101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.3 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.

Per line, per month	\$56.98*(I)
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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.3 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.

Per line, per month	\$55.49*
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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential**

5.4.1 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

B. Rates

Trinsic Complete Plus, per month	\$44.12* (I)
Trinsic Complete Plus with International Option, per month	\$47.12* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.4 Trinsic Complete Residential******5.4.1 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

B. Rates

Trinsic Complete Plus, per month	\$42.55* (I)
Trinsic Complete Plus with International Option, per month	\$45.55* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426
MO11101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential**

5.4.1 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

B. Rates

Trinsic Complete Plus, per month	\$40.98*(I)
Trinsic Complete Plus with International Option, per month	\$43.98*(I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED

**Missouri Public
Service Commission MOI1002
JC-2010-0564**

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.4 Trinsic Complete Residential******5.4.1 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

B. Rates

Trinsic Complete Plus, per month	\$39.49*
Trinsic Complete Plus with International Option, per month	\$42.49*
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.2 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation, Per bundle, per month	\$76.62* (I)
Trinsic Complete Nation with International Option, per bundle, per month	\$79.62* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

¹ Voice mail is not regulated by the Commission.

* 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.

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.2 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation, Per bundle, per month	\$75.05* (I)
Trinsic Complete Nation with International Option, per bundle, per month	\$78.05* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

¹ Voice mail is not regulated by the Commission.

* 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.

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.2 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation, Per bundle, per month	\$73.48*(F)
Trinsic Complete Nation with International Option, per bundle, per month	\$76.48*(I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

¹ Voice mail is not regulated by the Commission.

* 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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.4 Trinsic Complete Residential**, (Cont'd.)****5.4.2 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation, Per bundle, per month	\$71.99*
Trinsic Complete Nation with International Option, per bundle, per month	\$74.99*
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

¹ Voice mail is not regulated by the Commission.

* 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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MOI0904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.3 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation II, per bundle, per month	\$74.12* (I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$77.12* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

¹ Voice Mail is not regulated by the Commission.

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.3 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation II, per bundle, per month	\$72.55* (I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$75.55* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

¹ Voice Mail is not regulated by the Commission.

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.3 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation II, per bundle, per month	\$70.98*(I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$73.98*(I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

¹ Voice Mail is not regulated by the Commission.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0564
MOI1002

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.4 Trinsic Complete Residential**, (Cont'd.)****5.4.3 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 Mail¹;
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.

B. Rates

Trinsic Complete Nation II, per bundle, per month	\$69.49*
Trinsic Complete Nation II with International Option, per bundle, per month	\$72.49*
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

¹ Voice Mail is not regulated by the Commission.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.4 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.

B. Rates

Trinsic Complete 250, per bundle, per month	\$69.12* (I)
Trinsic Complete 250 with International Option, per bundle, per month	\$72.12* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies **FILED**
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

**Missouri Public
Service Commission MO11201
JC-2013-0227**

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.4 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.

B. Rates

Trinsic Complete 250, per bundle, per month	\$67.55* (I)
Trinsic Complete 250 with International Option, per bundle, per month	\$70.55* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.4 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.

B. Rates

Trinsic Complete 250, per bundle, per month	\$65.98*(I)
Trinsic Complete 250 with International Option, per bundle, per month	\$68.98*(I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

Cancelled
 March 1, 2011
 Missouri Public
 Service Commission
 JC-2011-0426

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.4 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.

B. Rates

Trinsic Complete 250, per bundle, per month	\$64.49*
Trinsic Complete 250 with International Option, per bundle, per month	\$67.49*
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.5 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.

B. Rates

Trinsic Complete 50, per bundle, per month	\$58.12* (I)
Trinsic Complete 50 with International Option, per bundle, per month	\$61.12* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies **FILED**
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

**Missouri Public
Service Commission MO11201
JC-2013-0227**

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.5 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.

B. Rates

Trinsic Complete 50, per bundle, per month	\$56.55* (I)
Trinsic Complete 50 with International Option, per bundle, per month	\$59.55* (I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426

MO11101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.4 Trinsic Complete Residential, (Cont'd.)**

5.4.5 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.

B. Rates

Trinsic Complete 50, per bundle, per month	\$54.98*(I)
Trinsic Complete 50 with International Option, per bundle, per month	\$57.98*(I)
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: March 15, 2010

Effective: April 14, 2010

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission MOI1002
JC-2010-0564

Cancelled
 March 1, 2011
 Missouri Public
 Service Commission
 JC-2011-0426

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.4 Trinsic Complete Residential**, (Cont'd.)****5.4.5 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.

B. Rates

Trinsic Complete 50, per bundle, per month	\$53.49*
Trinsic Complete 50 with International Option, per bundle, per month	\$56.49*
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 Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
April 14, 2010
Missouri Public
Service Commission
JC-2010-0564

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.5 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.

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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission *MO10904*
JC-2010-0189

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.1 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.

B. Rates

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$48.09* (I)
Rate Group 2-5	N/A
Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$54.04* (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By: Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies **FILED**
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

**Missouri Public
 Service Commission MO11201
 JC-2013-0227**

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.1 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.

B. Rates

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$46.52* (I)
Rate Group 2-5	N/A
Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$52.47* (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.5 Trinsic Complete for Business**, (Cont'd.)****5.5.1 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.

B. Rates

Trinsic Complete Local for Business, per bundle, per month

Rate Group 1	\$44.95*
Rate Group 2-5	N/A

Trinsic Complete Local for Business International Option, per bundle, per month

Rate Group 1	\$50.90*
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.2 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

B. Rates

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$64.59* (I)
Rate Group 2-5	N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month	
Rate Group 1	\$70.54 (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.2 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

B. Rates

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$63.02* (I)
Rate Group 2-5	N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month	
Rate Group 1	\$68.97 (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
 November 23, 2012
 Missouri Public
 Service Commission
 JC-2013-0227

Scott Klopack, General Counsel
 Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

Filed
 Missouri Public *MO1101*
 Service Commission
 JC-2011-0426

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.2 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

B. Rates

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$61.45*
Rate Group 2-5	N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month	
Rate Group 1	\$67.40
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)

5.5 Trinsic Complete for Business, (Cont'd.)**

5.5.3 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.
5. Discounted international calling with International Option.

B. Rates

Trinsic Complete Premium for Business, per bundle, per month	
Rate Group 1	\$81.09* (I)
Rate Group 2-5	N/A

Trinsic Complete Premium for Business with International Option, per bundle, per month	
Rate Group 1	\$87.04* (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: November 13, 2012

Effective: November 23, 2012

By:

Jerry Ou, President

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
 433 East Las Colinas Blvd., Suite 400
 Irving, TX 75039

FILED
Missouri Public
Service Commission MO11201
JC-2013-0227

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.5 Trinsic Complete for Business**, (Cont'd.)****5.5.3 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.
5. Discounted international calling with International Option.

B. Rates

Trinsic Complete Premium for Business, per bundle, per month	
Rate Group 1	\$79.52* (I)
Rate Group 2-5	N/A

Trinsic Complete Premium for Business with International Option, per bundle, per month	
Rate Group 1	\$85.47* (I)
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: February 18, 2011

Effective: March 1, 2011

By: **CANCELED**
November 23, 2012
Missouri Public
Service Commission
JC-2013-0227

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 East Las Colinas Blvd., Suite 400
Irving, TX 75039

Filed
Missouri Public
Service Commission
JC-2011-0426
MO1101

SECTION 5 - GRANDFATHERED SERVICES, (CONT'D.)**5.5 Trinsic Complete for Business**, (Cont'd.)****5.5.3 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.
5. Discounted international calling with International Option.

B. Rates

Trinsic Complete Premium for Business, per bundle, per month	
Rate Group 1	\$77.95*
Rate Group 2-5	N/A

Trinsic Complete Premium for Business with International Option, per bundle, per month	
Rate Group 1	\$83.90*
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Missouri Interexchange Tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at www.trinsic.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.

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

Cancelled
March 1, 2011
Missouri Public
Service Commission
JC-2011-0426

FILED
Missouri Public
Service Commission
JC-2010-0189
MO10904

SECTION 6- LIST OF EXCHANGES

Exchanges served by Southwestern Bell

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

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

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopack, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

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

Exchanges served by Embarq

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

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

Exchanges served by CenturyTel

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

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MO10904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

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

Exchanges served by Spectra

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

*includes customers in base rate area Alexandria

Issued: September 14, 2009

Effective: October 14, 2009

By:

Scott Klopach, General Counsel

Matrix Telecom, Inc. d/b/a Matrix Business Technologies

7171 Forest Lane, Suite 700

Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0189

MOI0904

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

SECTION 7- SPECIAL PROMOTIONAL OFFERINGS**7.1 Special Promotional Offerings**

The company may from time to time engage in special promotional offerings limited to certain dates, times or locations designed to attract new subscribers or increase subscriber usage. The company will not have special promotional offerings for more than 90 days in any 12 month period. Promotions will be made a part of this tariff and are subject to prior commission approval.

7.2 Spectrum Plus Winter Warm-Up II Special Promotion

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

7.2.1 Promotional Limitations

- A. The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.
- B. Customers must sign a minimum of a one year term plan for this service.
- C. Vouchers will expire 90 days from the issuance date included on the voucher.
- D. Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 period the Company will reverse the per line credit(s) on the next applicable invoice.
- E. This promotion may be combined with certain other promotions currently being offered by the Company.
- F. To be eligible for this promotion Customers must reside in the AT&T Service Territory within Missouri.
- G. This promotion will be offered from February 12, 2010 through December 31, 2010. Orders for new service must be activated by January 31, 2011. (T)

(T)
(T)

Issued: June 4, 2010

Effective: June 11, 2010

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

FILED
Missouri Public
Service Commission
JC-2010-0690

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC 2015 0100

SECTION 7- SPECIAL PROMOTIONAL OFFERINGS

(N)

7.1 Special Promotional Offerings

The company may from time to time engage in special promotional offerings limited to certain dates, times or locations designed to attract new subscribers or increase subscriber usage. The company will not have special promotional offerings for more than 90 days in any 12 month period. Promotions will be made a part of this tariff and are subject to prior commission approval.

7.2 Spectrum Plus Winter Warm-Up II Special Promotion

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

7.2.1 Promotional Limitations

- A. The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.
- B. Customers must sign a minimum of a one year term plan for this service.
- C. Vouchers will expire 90 days from the issuance date included on the voucher.
- D. Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 period the Company will reverse the per line credit(s) on the next applicable invoice.
- E. This promotion may be combined with certain other promotions currently being offered by the Company.
- F. To be eligible for this promotion Customers must reside in the AT&T Service Territory within Missouri.
- G. This promotion will be offered from February 12, 2010 through June 30, 2010. Orders for new service must be activated by July 31, 2010.

(N)

Issued: February 5, 2010

Effective: February 12, 2010

By:

Scott Klopach, General Counsel
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
7171 Forest Lane, Suite 700
Dallas, TX 75230

CANCELLED
June 11, 2010
Missouri Public
Service Commission
JC-2010-0690

FILED
Missouri Public MO11001
Service Commission
JC-2010-0487

SECTION 8 – IMPACT PRODUCTS

8.1 Impact Products

Local exchange, InterLATA and IntraLATA services offered to business Customers and are available on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitments. Usage rates, per-call service charges, monthly fees and installation charges may apply. Service is available 24 hours per day, 7 days per week.

Matrix offers Impact business basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local and long distance services (interstate and intrastate toll) or require the Customer to designate an existing Matrix long distance plan for the Bronze and Silver packages as set forth in Section 3.5, and selected custom calling features. Voice Mail 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.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.1 Miscellaneous Services****A. Service Order Charges**

Nonrecurring charges apply to processing Service Orders for new service.

1. Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.
2. 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.
3. Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
4. Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
5. Service Order Charge - applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed and applicable to Business Customers only.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.1 Miscellaneous Services (Continued)

A. Service Order Charges (Continued)

6. 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.
7. Technician Dispatch Charge - A separate Technician Dispatch Charge applies, in addition to all other charges for the visit, 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.
8. 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.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.1 Miscellaneous Services (Continued)****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. A Change Order Charge applies to the following customer-initiated changes:

1. Feature Change Order - applies when a customer requests a change, adding or removing a feature.
2. 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.
3. Presubscription Change Charge – applies after a Customer’s initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.
4. 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.
5. Telephone Number Change Order - applies to each telephone number change request/order.
6. Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

Issued: July 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

Effective: August 7, 2014

(N)

(N)

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1.1 Impact Products (Continued)

8.1.1 Miscellaneous Services (Continued)

C. Miscellaneous Charges

1. Call Detail Report – applies each time a Customer requests local call detail for a given month.
2. Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.
3. Restoration of Service 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.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)**

(N)

8.1.2 Miscellaneous Services - Rates**A. Service Order Charges**

Primary Service Connection Charge	\$0.00
Secondary Service Connection Charge	\$0.00
Transfer of Service Charge, Primary Line	\$49.99
Transfer of Service Charge, Secondary Line	\$49.99
Service Order Charge	\$9.99
Toll-Free Directory Listing	\$10.00
Technician Dispatch Charge	\$200.00
Missed Appointment Charge	\$100.00

B. Change Order Charges

Feature Change Order	\$9.99
Listing Change Charge	\$9.99
Presubscription Change Charge	\$5.00
Record Change Charge	\$0.00
Telephone Number Change Order	\$9.99
Toll Restriction Fee Order	\$9.99

C. Miscellaneous Services

Call Detail Report	\$5.00
Duplicate Invoice	\$5.00
Restoration of Service	\$49.99

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.3 Custom Calling Features**

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

A. Anonymous Call Rejection

Anonymous Call Rejection allows the Customer to automatically reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing *77 and can deactivate the service by dialing *87.

B. Auto Busy Redial – Repeat Dialing

Auto Busy Redial – Repeat Dialing allows the Customer to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Auto Busy Redial – Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

Customers who are subscribed to Auto Busy Redial – Repeat Dialing activate the service by dialing *66 and can deactivate the service by dialing *86.

Issued: July 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

Effective: August 7, 2014

(N)

(N)

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.3 Custom Calling Features (Continued)

C. Call Blocking

Call Blocking allows the 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 Impact services.

Customers who are subscribed to Call Blocking activate the service by dialing *60 and can deactivate the service by dialing *80.

D. Call Forwarding

Call Forwarding allows the Customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the customer's access line and the distant access line to which the call was transferred.

Customers who are subscribed to Call Forwarding activate the service by dialing *72 and can deactivate the service by dialing *73.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.3 Custom Calling Features (Continued)

E. Call Forwarding - Busy

Call Forwarding - Busy allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number is busy.

F. Call Forwarding - No Answer

Call Forwarding - No Answer allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

G. Call Return

Call Return allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

Customers who are subscribed to Call Return activate the service by dialing *69 and can deactivate the service by dialing *89.

H. Call Trace

Call Trace allows the Customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail. A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace to the Customer. Such call detail may be provided to law enforcement authorities upon proper request.

Customers who utilize Call Trace activate the service by dialing *57.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

(N)

8.1.3 Custom Calling Features (Continued)

I. Call Waiting

Call Waiting provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating the code (*70) to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

J. Call Waiting ID - Name and Number

Call Waiting ID - Name and Number is an enhanced version of Call Waiting ID. It is designed for use by a Call Waiting subscriber. A customer who is off-hook on an existing call, is able to receive the telephone number of a new incoming call on their customer-provided premise equipment attached to the Customer's subscriber line. Additionally, the name found in the Company's records, applicable to the line originating the call, including the non-published and non-listed service is displayed on customer-provided premise equipment. The Customer must purchase the equipment separately, and it is not available under this tariff.

K. Caller ID - Name and Number

Caller ID – Name and Number allows the Customer to identify most callers by letting him/her see the names and phone numbers on special display equipment. The customer must purchase the equipment separately, and it is not available under this tariff.

L. Priority Call

Priority Call allows the Customer to preselect telephone numbers that can be given a distinctive alerting signal or ring. The Customer can create or change a list of telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

(N)

8.1.3 Custom Calling Features (Continued)

M. Distinctive Ring

Distinctive Ring allows the Customer to establish up to two telephone numbers on the same access line and to distinguish calls to each number by distinctive ringing patterns. The standard ringing pattern applies to the billing telephone number, while the dependent telephone number receives a distinctive ringing pattern for incoming calls. Distinctive Ring is available to single line residential customers where facilities are available.

When a Distinctive Ring Customer also subscribes to Call Waiting, incoming calls to the billing telephone number will activate the standard Call Waiting tone. Calls to dependent telephone number will activate a distinctive Call Waiting tone. When a Distinctive Ring Customer subscribes to any Call Forwarding service, the dependent telephone number may be forwarded to the same number as the billing telephone number or receive no forwarding treatment.

N. Speed Calling

Speed Calling allows the Customer 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.

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.3 Custom Calling Features (Continued)

O. Three-Way Calling

Three-Way Calling allows 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 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.

P. Touch Tone Calling

Touch Tone calling provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of central office facilities.

All dial-type lines that terminate in an instrument equipped for tone-type address signaling shall be equipped for Touch Tone calling service except for dial-type lines served from a central office where the special facilities for Touch Tone calling service are not available.

Other facilities, miscellaneous and supplemental equipment, requested by Customers and not detrimental to this service or other services of the Company will be furnished under the regulations and at the rates specified in the applicable sections of this tariff.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

(N)

8.1.4 Custom Calling Features - Rates

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

	Nonrecurring <u>Charge</u>	Monthly Recurring <u>Charge</u>	Per Usage <u>Charge</u>
Anonymous Call Rejection	N/A	N/A	N/A
Auto Busy Redial	N/A	N/A	N/A
Call Blocking	N/A	N/A	N/A
Call Forwarding	N/A	N/A	N/A
Call Forwarding - Busy	N/A	N/A	N/A
Call Forwarding - No Answer	N/A	N/A	N/A
Call Return	N/A	N/A	N/A
Call Trace	N/A	N/A	N/A
Call Waiting	N/A	N/A	N/A
Call Waiting ID (Name and Number)	N/A	N/A	N/A
Caller ID (Name and Number)	N/A	N/A	N/A
Distinctive Ring	N/A	N/A	N/A
Priority Call	N/A	N/A	N/A
Repeat Dialing	N/A	N/A	N/A
Speed Calling 8	N/A	N/A	N/A
Three-Way Calling	N/A	N/A	N/A
Touch Tone	N/A	N/A	N/A

Denial of per call activation for Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.5 Directory Assistance Service**

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.

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- Calls from coin telephones, including COCOTS.
- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- Calls placed from hospital services or calls placed from a 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.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.5 Directory Assistance Service (Continued)

A. Rates and Charges

A maximum of two requests will be allowed per call. The charges as shown below apply for each call, made to the Directory Assistance operator including requests for listings that are nonpublished, nonlisted or not found. There are no call allowances for Directory Assistance Services.

Unless one of the exceptions listed above applies, the charges as shown below apply for each call made to the Directory Assistance operator:

<u>Per query</u>	<u>AT&T Service Area</u>
Direct Dial Local/IntraLATA Directory Assistance:	\$1.25
Operator Assisted Local/IntraLATA Directory Assistance:	\$1.50
Toll Directory Assistance:	\$1.50

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.5 Directory Assistance Service (Continued)

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.

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 this tariff.

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.

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 "1" 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.

1. Rates

The rates set forth below for DACC are on a per call basis and are in addition to the Directory Assistance rate, as well as the Long Distance usage rate, or local message rates, if applicable.

	AT&T Service Area
Per each call completed	\$0.30

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.5 Directory Assistance Service (Continued)

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.

<u>Charge per call</u>	<u>AT&T Service Area Business</u>
Direct Dial/Sent Paid Requests	\$1.25
Billed to calling card or 3rd Party number	\$1.25

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.6 Operator Services

The Company offers operator assisted services to its presubscribed Customers. In addition to the per call service charge, usage rates apply. The Company’s operator services are accessible on a twenty-four (24) hour per day seven (7) days per week basis. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.6 Operator Services (Continued)

A. Operator Services - Rates and Charges (AT&T Service Area)

1. Local, IntraLATA and InterLATA - Per Call Service Charges

	<u>Rate per call</u>
Calling Card, (fully automated)	\$1.65
Calling Card, (non-or semi-automated)	\$2.95
Collect (fully automated)	\$2.95
Collect (non or semi-automated)	\$3.95
Billed to Third Party (fully automated)	\$3.95
Billed to Third Party (non or semi-automated)	\$4.95
 Operator Assisted, Person-to-Person	 \$8.95

2. Usage Charges

Usage Charges for Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.6 Operator Services (Continued)

B. 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.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit.

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.

	<u>Per call</u>
Busy Line Verification	\$2.25
Emergency Interruption	\$3.00

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

8.1.7 Directory Listing Service

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 judgement 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.

A. 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.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.7 Directory Listing Service (Continued)****B. Types of Listings****1. Extra Listing**

Business extra listings may be the names of partners or members of the firm, if the Customer of joint-user is a partnership or firm; the names of officers of the corporation, if the Customer of joint-user is a corporation; and for any business establishment, the names of associates or employees of the Customer of joint-user. Business extra listings may be the bona fide names of firms or corporations which the Customer of joint-user owns or controls or is duly authorized to represent. Business extra listings must meet the qualifications for primary listings as set forth above.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings.

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:

- If no answer call (telephone number)
- Night calls (telephone number)
- Night calls after 8 P.M. (telephone number)
- Nights, Sundays and holidays (telephone number)
- 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

Issued: July 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

Effective: August 7, 2014

(N)

(N)

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)**8.1 Impact Products (Continued)****8.1.7 Directory Listing Service (Continued)****B. Types of Listings (Continued)****3. Extra Lines**

Extra line material may be provided in the alphabetical directory, when, in the opinion of the company, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a Customer has more than one listed telephone.

An extra line consists of five words or any fraction thereof. When a Customer needs more than five words to properly direct calls, he/she may arrange for two or more extra lines. If the Customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.

4. Toll-Free Directory Listing

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.

5. 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.

6. 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.

Issued: July 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

Effective: August 7, 2014

(N)

(N)

SECTION 8 – IMPACT PRODUCTS, (CONT'D)**8.1 Impact Products (Continued)****8.1.7 Directory Listing Service (Continued)****C. Non-Published 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:

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.

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.

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.

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

(N)

(N)

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1.1 Impact Products (Continued)

8.1.7 Directory Listing Service (Continued)

D. Non-Listed Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it 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 non-listed 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 non-listed 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.

There is a monthly charge for each non-listed service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

(N)

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1.1 Impact Products (Continued)

8.1.7 Directory Listing Service (Continued)

E. Directory Listing Service – Rates and Charges

	AT&T Service Area <u>Per Month</u>
Primary Listings	\$0.00
Extra Listings	\$2.00
Alternate Listings	\$2.00
Extra Lines	\$2.00
Toll-Free Directory Listings, each	\$15.00
Straight Line Under Listings	\$2.00
Captions and Subcaptions Listings	\$2.00
Non-Published Service, each	\$6.50
Non-Listed Service, each	
Primary	\$3.50
Additional	\$2.00

In addition to the above noted charges, customer will incur a nonrecurring charge for customer-initiated changes in a directory listing.

(N)
|
(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

(N)

8.1.8 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.

	<u>Business</u>
Rate Per Call	\$0.30

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.1 Impact Products (Continued)

(N)

8.1.9 Intercept Referral Services - AT&T Service Area

A. Special Intercept Referral Service

Special 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. In addition, Special Intercept Referral Service provides callers with additional information. Three types of additional information are available:

1. Name Referral Service provides the caller with the name of the Customer's business and new telephone number.
2. Location Referral Service provides the caller with the Customer's new street address, city and/or state.
3. 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.

<u>Up to</u>	<u>90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
Name Intercept Referral Service	\$48.00	\$96.00	\$144.00
Location Intercept Referral Service	\$48.00	\$96.00	\$144.00
Multiple Intercept Referral Service			
Fully Automated	\$66.00	\$132.00	\$198.00
Operator Handled	\$108.00	\$216.00	\$324.00

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.2 Impact Products – Bundled Service

(N)

8.2.1 Impact Bronze

Impact Bronze bundled service is a local exchange service for business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate Matrix as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Matrix long distance plan for toll services concurrent with enrollment for this service. Impact Bronze does not allow Customers to elect any additional features or options. Rates and charges for the Impact Bronze plan are set forth below.

	AT&T Service Area
Monthly Rate	\$39.99

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company’s Interstate and International Product and Services Guide located at www.matrixbt.com.

International rates for all calls are charged as specified in the Company’s Interstate and International Product and Services Guide located at www.matrixbt.com.

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

SECTION 8 – IMPACT PRODUCTS, (CONT'D.)

8.2 Impact Products – Bundled Service (Continued)

(N)

8.2.2 Impact Silver

Impact Silver bundled service is a local exchange service for business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate Matrix as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Matrix long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. Rates and charges for the Impact Silver plan are set forth below.

- | | |
|---|-------------------|
| | AT&T Service Area |
| A. Monthly Rate | \$49.99 |
| B. The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail. | |

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.matrixbt.com.

International rates for all calls are charged as specified in the Company's Interstate and International Product and Services Guide located at www.matrixbt.com.

(N)

Issued: July 7, 2014

Effective: August 7, 2014

By:

Doug Funsch, Chief Financial Officer
Matrix Telecom, Inc. d/b/a Matrix Business Technologies
433 E. Las Colinas Blvd., Suite 500
Irving, TX 75039

CANCELLED
October 29, 2014
Missouri Public
Service Commission
JC-2015-0180

FILED
Missouri Public
Service Commission
JC-2015-0005

