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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.1 Network Exchange Bundled Service, Cont'd.**

**4.1.12 ISP Service Plan**

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
LN-2005-0165 Service Commission

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.2 [Reserved for Future Use]**

*Material previously found on this page now found in Section 10, Original Page 4*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.2 TrinsicBUSINESS A La Carte Service\*\***

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

**A. Local Exchange Service**

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

**B. Toll Service**

**.1 Long Distance Service**

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

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

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February 1, 2006

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

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

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**[Reserved for Future Use]**

*Material previously found on this page now found in Section 10, Original Page 5*

---

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\*****C. Toll Free Service**

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

**D. Business Network Rate Service**

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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

---

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

MOL0501

LN-2005-0165

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

[Reserved for Future Use]

*Material previously found on this page now found in Section 10, Original Page 6*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 TrinsicBUSINESS A La Carte Service, (Cont'd) \*\*****E. Calling Features**

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

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

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

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

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

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

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

---

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

MOL0501

LN-2005-0165

SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.

[Reserved for Future Use]

*Material previously found on this page now found in Section 10, Original Page 7*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602



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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.2 TrinsicBUSINESS A La Carte Service, (Cont'.d) \*\***

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

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

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

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

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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

---

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

MOL0501

---

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**[Reserved for Future Use]**

*Material previously found on this page now found in Section 10, Original Page 8*

---

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2 TrinsicBUSINESS A La Carte Service, (Cont'.d) \*\*****F. Guarantee Incentive Program**

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

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

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

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February 1, 2006

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.2.1 Trinsic Business Plus Service**

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

**A. Local Exchange Service****.1 Local Business Line**

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

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

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

**.2 Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.2.1.F.

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**B. Trinsic Business Plus Toll Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

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

For a full description of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

**D. Travel Card Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

**E. Business Network Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**F. Calling Features**

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

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

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

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602



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**SECTION 4.0 -SERVICE DESCRIPTIONS, 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.

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

**4.3.1 General**

Stand Alone Local Exchange Service includes the following:

Local exchange access line and unlimited local exchange calling.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.4 Service Order and Change Charges**

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

**4.4.1 Service Order Charges**

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

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

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

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**4.4.1 Service Order Charges, (cont'd.)**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
Service Commission  
LN-2005-0165

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**4.4.2 Change Order Charges**

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

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

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

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**4.4.3 Record Change Charges**

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

**4.4.4 Miscellaneous Charges**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.5 Reserved For Future Use**

**4.6 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.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
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Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
Service Commission  
LN-2005-0165

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.7 911 Emergency Service**

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.8 Optional Calling Features**

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

**4.8.1 Feature Descriptions**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602



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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.8 Optional Calling Features**

**4.8.1 Feature Descriptions**

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

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

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

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

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. This feature may not be available with all Trinsic services.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.9 Directory Assistance Services**

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

**4.9.1 Basic Directory Assistance**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.9 Directory Assistance Services, Cont'd.**

**4.9.2 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 4.9.1.

**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 A1" from a Touch-Tone telephone when prompted by the DACC announcement.

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

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

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.9 Directory Assistance Services, Cont'd.**

**4.9.3 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.

**4.9.4 PVA Directory Assistance**

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.****4.10 Local Operator Service**

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

Operator Assistance charges do not apply for the following calls:

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

**4.10.1 Regulations**

- A.** Company will not bill for incomplete calls where answer supervision is available. Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification of (2) Company knowledge.
- B.** The caller and billed party, if different from the caller, will be advised that Company is the operator service provider at the time of the initial contact.
- C.** Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- D.** Only tariffed rates approved by this Commission for the Company shall appear on the Company's bill.
- E.** Company shall be listed on the bill.
- F.** Company will employ reasonable calling card verification procedures, acceptable to the company issuing the calling card.
- G.** Company will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.10 Local Operator Service, Cont'd.**

**4.10.1 Regulations**

- H.** Upon request, Company will transfer calls to other authorized interexchange Company or to the LEC, if billing can list the caller's actual origination point.
- I.** Company will refuse operator services to traffic aggregators which block access to other Companies.
- J.** Company will assure that traffic aggregators will post and display information including (1) that company is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange Companies.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

MOL0501 FILED  
Missouri Public  
LN-2005-0165 Service Commission

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service**

**4.12.1 General**

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

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

A listing is limited to one line in the directory, except where in the 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.

**4.12.2 Listings**

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602



**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**A. Regular Additional Listings**

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

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

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

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

**B. 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:

1. If no answer call (telephone number)
2. Night calls (telephone number)
3. Night calls after 8 P.M. (telephone number)
4. Nights, Sundays and holidays (telephone number)
5. 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**C. Nonpublished Service**

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

- .1 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.
- .2 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.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**C. Nonpublished Service, Cont'd.**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**D. Nonlisted Service**

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

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

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

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

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

**E. Toll-Free Directory Listings**

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.12 Directory Listing Service, Cont'd.**

**4.12.2 Listings, Cont'd.**

**F. 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.

**G. 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.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
Service Commission  
LN-2005-0165

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.13 Toll Restriction**

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

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

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

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

**4.14 900 Call Restriction**

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.15 Carrier Presubscription**

**4.15.1 General**

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

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

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.

601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.15 Carrier Presubscription, Cont'd.**

**4.15.3 Rules and Regulations**

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

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

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in Section 5 of this tariff:

**4.15.4 Presubscription Procedures**

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

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

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
LN-2005-0165 Service Commission



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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.16 Intercept Referral Service**

**4.16.1 Basic Intercept Referral Service**

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

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

**4.16.2 Special Intercept Referral Service**

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

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.17 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.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOLD501 FILED  
Missouri Public  
Service Commission

LN-2005-0165

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**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.18 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.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 4.0 -SERVICE DESCRIPTIONS, CONT'D.**

**4.19 Caller ID**

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

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

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

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

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

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
Service Commission  
LN-2005-0165

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**SECTION 5.0 - RATES**

**5.1 Network Exchange Bundled Service**

**5.1.1 [Reserved for Future Use]**

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*Material previously found on this page now found in Section 11, Original Page 1*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 FILED  
Missouri Public  
Service Commission

**SECTION 5.0 - RATES**

**CANCELLED**

February 1, 2006

**5.1 Network Exchange Bundled Service**

**5.1.1 Missouri Home Edition - Standard Service \*\***

**MISSOURI PUBLIC  
SERVICE COMMISSION**

Package Price for Standard Service  
Monthly Rate

Primary Line	\$58.84 (I)
Secondary Line	\$28.89 (I)
Service Connection Fee, one-time charge per line: *	
Primary Line	\$69.99
Secondary Line	\$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

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

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

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.
4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. 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.

\* 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 5.0 - RATES**

**5.1 Network Exchange Bundled Service**

**5.1.1 Missouri Home Edition - Standard Service \*\***

Package Price for Standard Service

Monthly Rate

Primary Line \$54.99 (I)

Secondary Line \$27.00 (I)

Service Connection Fee, one-time charge per line: \*

Primary Line \$69.99

Secondary Line \$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

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

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

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

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

4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. 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.*

\* 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: May 19, 2005

Effective: June 7, 2005

**CANCELLED**

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

DEC 01 2005

By *2nd RS 1*  
 Public Service Commission  
 MISSOURI

**FILED** L0505  
**MO PSC**



**SECTION 5.0 - RATES**

**5.1 Network Exchange Bundled Service**

**5.1.1 Missouri Home Edition - Standard Service \*\***

Package Price for Standard Service

Monthly Rate

Primary Line \$52.99

Secondary Line \$25.00

Service Connection Fee, one-time charge per line: \*

Primary Line \$69.99

Secondary Line \$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

**CANCELLED**  
 JUN 7 2005  
 By STS  
 Public Service Commission  
 MISSOURI

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

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

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.

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

4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.

5. 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.

\* 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: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

**FILED**  
**MO PSC**

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.2 [Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 2*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.2 Missouri Home Edition - Basic Service \*\***

Package Price for Missouri Home Edition - Basic Service

Primary Line, per month	\$41.72 (I)
Secondary Line, per month	\$28.89 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

**A. Basic Service includes the following:**

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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 local calling.

**B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.**

Feature Pack \$7.99 per month

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

**C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.**

90 Direct Dial: \$7.99 per month

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

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

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service \*\*

Package Price for Missouri Home Edition - Basic Service

Primary Line, per month	\$38.99 (I)
Secondary Line, per month	\$27.00 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

<u>Toll calls within 30 minute allowance</u>	
Direct Dial Access	\$0.00

<u>Toll calls above 30 minute allowance</u>	
Direct Dial Access	\$0.15

2. Local line and unlimited local calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
--------------	------------------

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

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
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\*\*This option grandfathered effective October 12, 2002 and is available to existing customers only.

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

Issued: May 19, 2005

Effective: June 7, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

DEC 01 2005

**FILED**  
MO PSC  
0505

Public Service Commission  
MISSOURI

CANCELLED

DEC 01 2005

By *RS*  
Public Service Commission  
MISSOURI

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.2 Missouri Home Edition - Basic Service \*\*

Package Price for Missouri Home Edition - Basic Service

Primary Line, per month	\$36.99
Secondary Line, per month	\$25.00
New Service Connection Fee, one-time charge, per line #	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

A. Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

**CANCELLED**  
 JUN 7 2005  
 By *SLP*  
 Public Service Commission  
 MISSOURI

<u>Toll calls within 30 minute allowance</u>	
Direct Dial Access	\$0.00
<u>Toll calls above 30 minute allowance</u>	
Direct Dial Access	\$0.15

2. Local line and unlimited local calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
--------------	------------------

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

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
-----------------	------------------

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

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

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**[Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 3*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.2 Missouri Home Edition - Basic Service,\*\* (Cont'd.)**

**D. Distinctive Ring Calling Feature:**

Monthly Recurring Charge Per Feature: \$3.00

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

MOL0501

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.3 Member to Member Home Edition Service Add-On**

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

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

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0501 FILED  
Missouri Public  
Service Commission  
LN-2005-0165



SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.4 TrinsicHome Unlimited**

Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$65.33 (I)
UNE Zone 2:	\$71.97 (I)
UNE Zone 3:	\$76.40 (I)
UNE Zone 4:	\$71.97 (I)
Secondary Line, per month	
UNE Zones 1:	\$42.08 (I)
UNE Zone 2:	\$48.73 (I)
UNE Zone 3:	\$53.16 (I)
UNE Zone 4:	\$48.73 (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 myzline.com web site.

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

Issued: November 14, 2006

Effective: December 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.4 TrinsicHome Unlimited**

## Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$63.12 (I)
UNE Zone 2:	\$69.54 (I)
UNE Zone 3:	\$73.82 (I)
UNE Zone 4:	\$69.54 (I)
Secondary Line, per month	
UNE Zones 1:	\$40.66 (I)
UNE Zone 2:	\$47.08 (I)
UNE Zone 3:	\$51.36 (I)
UNE Zone 4:	\$47.08 (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 myzline.com web site.

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

Issued: November 15, 2005

Effective: December 1, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**Cancelled**

December 1, 2006

Missouri Public  
Service Commission

**Filed**

010508

Missouri Public  
Service Commission

SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.4 TrinsicHome Unlimited**

## Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$58.99 (I)
UNE Zone 2:	\$64.99 (I)
UNE Zone 3:	\$68.99 (I)
UNE Zone 4:	\$64.99 (I)
Secondary Line, per month	
UNE Zones 1:	\$38.00 (I)
UNE Zone 2:	\$44.00 (I)
UNE Zone 3:	\$48.00 (I)
UNE Zone 4:	\$44.00 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
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 myzline.com web site.

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

**CANCELLED**

DEC 01 2005  
By *2<sup>nd</sup> RS 5*  
Public Service Commission  
MISSOURI

Issued: May 19, 2005

Effective: June 7, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**FILED**  
MOL0505  
**MO PSC**

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.4 TrinsicHome Unlimited**

Package Price for TrinsicHome Unlimited

Primary Line, per month	
UNE Zones 1:	\$55.99
UNE Zone 2:	\$61.99
UNE Zone 3:	\$65.99
UNE Zone 4:	\$61.99
Secondary Line, per month	
UNE Zones 1:	\$35.00
UNE Zone 2:	\$41.00
UNE Zone 3:	\$45.00
UNE Zone 4:	\$41.00
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 myzline.com web site.

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

**CANCELLED**

JUN 7 2005

By *KHS*  
Public Service Commission  
MISSOURI

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

**FILED**  
MO **MO PSC**

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.4 TrinsicHome Unlimited**

A. TrinsicHome Unlimited includes the following, (cont'd.):

1. Unlimited toll calling. For toll calls placed away from home, see *Trinsic's Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for 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.

4. Member to Member Service

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.5 [Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 4*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.5 Trinsic Value Service <sup>1\*\*</sup>** (T)

Package Price for Trinsic Value (T)

Primary Line, per month

UNE Zone 1: \$40.65 (I)

UNE Zone 2: \$51.35 (I)

UNE Zone 3: \$55.63 (I)

UNE Zone 4: \$51.35 (I)

Secondary Line, per month

UNE Zone 1: \$34.24 (R)

UNE Zone 2: \$46.01 (I)

UNE Zone 3: \$50.29 (I)

UNE Zone 4: \$46.01 (I)

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

Per Primary Line: \$69.99

Per Secondary Line: \$55.00

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

<sup>1</sup> This service was formerly known as Z-Line Home Select. (T)

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

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

SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 TrinsicHome Select \*\*

Package Price for TrinsicHome Select

Primary Line, per month	
UNE Zone 1:	\$37.99 (I)
UNE Zone 2:	\$47.99 (I)
UNE Zone 3:	\$51.99 (I)
UNE Zone 4:	\$47.99 (I)
Secondary Line, per month	
UNE Zone 1:	\$37.00 (I)
UNE Zone 2:	\$43.00 (I)
UNE Zone 3:	\$47.00 (I)
UNE Zone 4:	\$43.00 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

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

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

**CANCELLED**

DEC 01 2005

By *2nd RS 7*  
Public Service Commission  
MISSOURI

Issued: May 19, 2005

Effective: June 7, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**FILED<sub>05</sub>**  
**MO PSC**



SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.5 TrinsicHome Select \*\*

Package Price for TrinsicHome Select

Primary Line, per month	
UNE Zone 1:	\$35.99
UNE Zone 2:	\$45.99
UNE Zone 3:	\$49.99
UNE Zone 4:	\$45.99
Secondary Line, per month	
UNE Zone 1:	\$35.00
UNE Zone 2:	\$41.00
UNE Zone 3:	\$45.00
UNE Zone 4:	\$41.00
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

**CANCELLED**

JUN 7 2005

By *15ARS 7*  
Public Service Commission  
MISSOURI

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

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

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**[Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 5*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.5 Trinsic Value Service <sup>1\*\*</sup> (T)**

A. Trinsic Value includes the following, (cont'd.): (T)

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic's *Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*.) Such travel card calls are not included in the monthly toll call allowance for Trinsic Value. (T)

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

<u>Toll calls within 50 minute allowance</u>	
Direct Dial Access	\$0.00
<u>Toll calls above 50 minute allowance</u>	
Direct Dial Access	\$0.07

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
4. Member to Member Service.
5. The following additional custom calling features are available with this service.

	<b>Per Month</b>
Distinctive Ring	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

<sup>1</sup> This service was formerly known as Z-Line Home Select. (T)

<sup>\*\*</sup> This option grandfathered effective September 27, 2003 and is available to existing customers only.

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.5 TrinsicHome Select \*\***

A. TrinsicHome Select includes the following, (cont'd.):

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic's *Interexchange Telecommunications Tariff PSC Mo. No. 1 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.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
4. Member to Member Service.
5. The following additional custom calling features are available with this service.

	Per Month
Distinctive Ring	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

CANCELLED

DEC 01 2005

By: *1st RS 8*  
Public Utilities Commission  
MISSOURI

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

**FILED**  
**MO PSC**

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.6 [Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 6*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 **FILED**  
Missouri Public  
Service Commission

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.6 TrinsicBUSINESS A La Carte Service \*\***

**A. Local Exchange Service**

**.1 Local Access Line**

Local Business Line	
Monthly Rate	\$27.99
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

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

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

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

MOL0501

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**[Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 7*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.6 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

**B. Toll Service**

**.1 Long Distance Service**

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

Rate Per Minute: \$0.089

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

	<b>LD Minutes</b>	<b>LD Minutes Pack</b>	<b>Monthly Rate</b>	<b>Intrastate Overage</b>
1,000 Long Distance Minutes Pack			\$59.00	\$0.079
5,000 Long Distance Minutes Pack			\$245.00	\$0.069

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

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

MOL0501



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SECTION 5.0 - RATES, CONT'D.

**5.1 Network Exchange Bundled Service**

**[Reserved for Future Use]**

**(T)**

*Material previously found on this page now found in Section 11, Original Page 8*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

SECTION 5.0 - RATES, CONT'D.**5.1 Network Exchange Bundled Service****5.1.6 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\*****C. Toll Free Service**

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

Rate per minute:	\$0.069
Monthly Recurring Charge Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$ 9.99

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

MOL0501

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**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

[Reserved for Future Use]

(T)

*Material previously found on this page now found in Section 11, Original Page 9*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.6 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

**D. Business Network Rate Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

**E. Calling Features**

**a. Rates**

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

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

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.1.6 of this tariff).

**.2 Monthly Recurring Charge**

Per line: \$15.00

**CANCELLED**

February 1, 2006

**MISSOURI PUBLIC  
SERVICE COMMISSION**

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

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SECTION 5.0 - RATES, CONT'D.

5.1 Network Exchange Bundled Service

5.1.7 [Reserved for Future Use]

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Issued: November 14, 2006

Effective: December 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.7 Trinsic Home Office**

Package Price for Trinsic Home Office:

Primary Line, per month:	\$65.99
Service Connection Fee, one-time charge per line #:	\$69.99

A. Trinsic Home Office includes the following:

1. A monthly allowance of 1000 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic Travel Card in the Company's PSC MO Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Trinsic Home Office.

Toll calls within 1000 minute allowance

Direct Dial Access:	\$0.00
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Toll calls above 1000 minute allowance

Direct Dial Access:	\$0.104
---------------------	---------

2. Local line and unlimited local calling.
3. 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.

# 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: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

**Cancelled**

**December 1, 2006**

Missouri Public  
Service Commission

**LN-2005-0165**

**Filed**

Missouri Public  
Service Commission

10L0501

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Basic Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$26.57 (I)
UNE Zone 2:	\$33.21 (I)
UNE Zone 3:	\$37.64 (I)
UNE Zone 4:	\$33.21 (I)
Secondary Line, per month	
UNE Zones 1:	\$26.57 (I)
UNE Zone 2:	\$33.21 (I)
UNE Zone 3:	\$37.64 (I)
UNE Zone 4:	\$33.21 (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

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

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

Issued: November 14, 2006

Effective: December 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Basic Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$25.67 (I)
UNE Zone 2:	\$32.09 (I)
UNE Zone 3:	\$36.37 (I)
UNE Zone 4:	\$32.09 (I)
Secondary Line, per month	
UNE Zones 1:	\$25.67 (I)
UNE Zone 2:	\$32.09 (I)
UNE Zone 3:	\$36.37 (I)
UNE Zone 4:	\$32.09 (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

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

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



**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Basic Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$23.99 (I)
UNE Zone 2:	\$29.99 (I)
UNE Zone 3:	\$33.99 (I)
UNE Zone 4:	\$29.99 (I)
Secondary Line, per month	
UNE Zones 1:	\$23.99 (I)
UNE Zone 2:	\$29.99 (I)
UNE Zone 3:	\$33.99 (I)
UNE Zone 4:	\$29.99 (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

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

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

**CANCELLED**

DEC 01 2005

By 2<sup>nd</sup> RS H  
 Public Service Commission  
 MISSOURI

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Basic Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$21.99
UNE Zone 2:	\$27.99
UNE Zone 3:	\$31.99
UNE Zone 4:	\$27.99
Secondary Line, per month	
UNE Zones 1:	\$21.99
UNE Zone 2:	\$27.99
UNE Zone 3:	\$31.99
UNE Zone 4:	\$27.99
New Service Connection Fee, one-time charge, per line*	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

**CANCELLED**  
 JUN 7 2005  
 By *SPS/4*  
 Public Service Commission  
 MISSOURI

**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

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

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

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

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

**A. Rates**

Primary Line, per month	
UNE Zone 1:	\$42.07 (I)
UNE Zone 2:	\$53.15 (I)
UNE Zone 3:	\$57.58 (I)
UNE Zone 4:	\$53.15 (I)
Secondary Line, per month	
UNE Zone 1:	\$35.44 (I)
UNE Zone 2:	\$47.62 (I)
UNE Zone 3:	\$52.05 (I)
UNE Zone 4:	\$47.62 (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

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

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

# 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 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 Trinsic Value Service with PVA <sup>1\*\*</sup> (T)**

**A. Rates**

Primary Line, per month	
UNE Zone 1:	\$40.65 (I)
UNE Zone 2:	\$51.35 (I)
UNE Zone 3:	\$55.63 (I)
UNE Zone 4:	\$51.35 (I)
Secondary Line, per month	
UNE Zone 1:	\$34.24 (R)
UNE Zone 2:	\$46.01 (I)
UNE Zone 3:	\$50.29 (I)
UNE Zone 4:	\$46.01 (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

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

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

# 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 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Select Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$37.99 (I)
UNE Zone 2:	\$47.99 (I)
UNE Zone 3:	\$51.99 (I)
UNE Zone 4:	\$47.99 (I)
Secondary Line, per month	
UNE Zones 1:	\$37.00 (I)
UNE Zone 2:	\$43.00 (I)
UNE Zone 3:	\$47.00 (I)
UNE Zone 4:	\$43.00 (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

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

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

**CANCELLED**

DEC 01 2005  
By *2<sup>nd</sup> RS 15*  
**Public Service Commission**  
**MISSOURI**

Issued: May 26, 2005

Effective: June 7, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**FILED**  
**MO PSC**  
mo10506

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.8 TrinsicHOME Select Service with PVA**

**A. Rates**

Primary Line, per month	
UNE Zones 1:	\$35.99
UNE Zone 2:	\$45.99
UNE Zone 3:	\$49.99
UNE Zone 4:	\$45.99
Secondary Line, per month	
UNE Zones 1:	\$35.00
UNE Zone 2:	\$41.00
UNE Zone 3:	\$45.00
UNE Zone 4:	\$41.00
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

**CANCELLED**  
 JUN 7 2005  
 By SHS  
 Public Service Commission  
 MISSOURI

**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

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

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

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

**5.1.9 Business Simplicity Service**

**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

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.1 Network Exchange Bundled Service**

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

**C. Toll Free Service**

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

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

**D. Travel Card Service**

Calls are billed in six (6) second increments.

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

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602



**SECTION 5.0 - RATES, CONT'D.**

**5.2 Trinsic Business Plus Service**

**5.2.1 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 (I)	\$48.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$49.99	\$49.99

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

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

**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 4.2.1.F.

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

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

**SECTION 5.0 - RATES, CONT'D.**

**5.2 Trinsic Business Plus Service**

**5.2.1 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:	\$29.00	\$48.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$49.99	\$49.99

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

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

**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 4.2.1.F.

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

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

Issued: December 13, 2004

Effective: January 13, 2005

**Cancelled**

July 5, 2006

Missouri Public  
Service Commission

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

LN-2005-0165

**Filed**

Missouri Public  
Service Commission

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**SECTION 5.0 - RATES, CONT'D.**

**5.2 Trinsic Business Plus Service**

**5.2.2 Trinsic Business Plus Toll Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

**5.2.3 Trinsic Business Plus Toll Free Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

**5.2.4 Travel Card Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

**5.2.5 Business Network Service**

For a full description and rates of the long distance portion of Trinsic Business Plus Service please see Trinsic's PSC MO Tariff No. 1.

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Issued: December 13, 2004

Effective: January 13, 2005

**SECTION 5.0 - RATES, CONT'D.**

**5.2 Trinsic Business Plus Service**

**5.2.6 Remote Call Forwarding (RCF) Service**

**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. (See Section 5.2 of this tariff).

**B. Monthly Recurring Charge**

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

Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 5.0 - RATES, CONT'D.**

**5.3 Stand Alone Local Exchange Service**

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

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

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Issued: November 14, 2006

Effective: December 1, 2006

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Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.3 Stand Alone Local Exchange Service**

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

Stand Alone Service:	<u>Per Month</u>
Primary Line	\$32.49
Service Connection Fee, one-time charge per line:	
Primary Line	\$69.99

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
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Tampa, Florida 33602

**Cancelled**

December 1, 2006

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**LN-2005-0165**

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SECTION 5.0 - RATES, CONT'D.**5.4 Service Order and Change Charges**

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

	<u>Residence</u>	<u>Business</u>
<u>Service Order Charges</u>		
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
 <u>Change Order Service Charges</u>		
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
<u>Record Change</u>	No charge	No charge
<u>Miscellaneous Charges</u>		
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: December 13, 2004

Effective: January 13, 2005

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**SECTION 5.0 - RATES, CONT'D.**

**5.5 Restoration of Service**

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

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Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 5.0 - RATES, CONT'D.**

**5.6 Optional Calling Features**

**A. Rates**

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

Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 5.0 - RATES, CONT'D.**

**5.7 Directory Assistance Services**

**5.7.1 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	
	<b>Residential</b>	<b>Business</b>
<b>Basic Directory Assistance</b>		
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
<b>National Directory Assistance</b>		
Sent-Paid	\$1.25	\$1.02
Alternately Billed	\$1.25	\$1.10
<b>PVA - Directory Assistance</b>	\$0.43	\$0.43

Issued: December 13, 2004

Effective: January 13, 2005

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September 17, 2007  
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**SECTION 5.0 - RATES, CONT'D.**

**5.7 Directory Assistance Services, Cont'd.**

**5.7.2 Directory Assistance Call Completion**

**A. Rates**

The rates set forth below for DACC are in addition to the Directory Assistance rate, as well as the local or toll usage, if applicable.

	<u>Per Call Basis</u>
Rate Per Call:	\$0.30

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Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.  
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Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.8 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:

**5.8.1 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

Issued: December 13, 2004

Effective: January 13, 2005

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 Trinsic Communications, Inc.  
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**SECTION 5.0 - RATES, CONT'D.**

**5.9 Busy Line Verification and Line Interrupt Service**

**5.9.1 Rates**

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

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Issued: December 13, 2004

Effective: January 13, 2005

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September 17, 2007  
TO-2007-0392  
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SECTION 5.0 - RATES, CONT'D.**5.10 Directory Listing Service****5.10.1 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 non-recurring charges associated with a customer-initiated change in a directory listing, see Section 5.4 of this tariff.

Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.  
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Tampa, Florida 33602

**SECTION 5.0 - RATES, CONT'D.**

**5.11 Toll Restriction**

**5.11.1 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

**5.12 900 Call Restriction**

**5.12.1 Rates**

Residence	No Charge
Business	\$18.25 Nonrecurring Charge

Issued: December 13, 2004

Effective: January 13, 2005

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 September 17, 2007  
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**SECTION 5.0 - RATES, CONT'D.**

**5.13 Carrier Presubscription**

**5.13.1 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

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Issued: December 13, 2004

Effective: January 13, 2005



**SECTION 5.0 - RATES, CONT'D.**

**5.14 Intercept Referral Service**

**5.14.1 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: December 13, 2004

Effective: January 13, 2005

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 Trinsic Communications, Inc.  
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 Tampa, Florida 33602

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**SECTION 5.0 - RATES, CONT'D.**

**5.15 Public Telephone Surcharge**

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

**5.16 Trinsic Referral Program**

Referral Credit	\$20.00
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Issued: December 13, 2004

Effective: January 13, 2005

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**SECTION 6.0 - ACCESS SERVICES**

**6.1 General**

Rates and regulations for the Company's Access Services may be found in the Company's P.S.C. MO. No. 3.

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Issued: December 13, 2004

Effective: January 13, 2005

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September 17, 2007  
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Missouri Public  
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Service Commission  
LN-2005-0165

**SECTION 7.0 - SPECIAL ARRANGEMENTS**

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

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB rates will be structured to recover the Company's cost of providing the service. Terms of specific ICB arrangements will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

**7.2 Contract Service Arrangements**

At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for six months after the initial offering to the first contract Customer for any given set of terms.

Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.  
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Tampa, Florida 33602

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September 17, 2007  
TO-2007-0392  
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**SECTION 8.0 - PROMOTIONAL OFFERINGS**

**8.1 Special Promotions**

**8.1 General**

The telephone company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing Services. Such promotional service offerings shall be subject to specific dates, times, and/or locations, and shall be subject to prior notification to and approval by the Commission.

**8.2 Demonstration of Service**

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.

**8.3 \$20 Credit**

To incent potential customers to purchase any Home Edition Service, Trinsic will offer a one-time \$20 credit to Customers who presubscribe to any Home Edition Service. The \$20 credit will be applied to the Home Edition monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the Company's web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new Customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.

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Tampa, Florida 33602

**SECTION 8.0 - PROMOTIONAL OFFERINGS**

**8.1 Special Promotions, (Cont'd.)**

**8.4 Winback Promotion**

In order to win back previous Trinsic Home Edition Customers who have discontinued service, the Company will offer a credit on the Customer's bill if the Customer subscribes again to any Trinsic Home Edition Service. The credit will consist of paying any past balance due Trinsic from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective April 27, 2001 and continue through April 26, 2002.

**8.5 Trinsic Business Plus Promotion**

Beginning May 19, 2004 and continuing through June 19, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Business Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed Business Plus Service line. The commitment for this service will be in writing. A contract term is not required. The per minute rates associated with this service will be billed at the tariffed rate.

**8.6 Business Simplicity - Free Months Promotion**

Beginning with the effective date of this filing, (May 19, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Business Simplicity Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

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

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

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

Issued: December 13, 2004

Effective: January 13, 2005

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Trinsic Communications, Inc.

601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 8.0 - PROMOTIONAL OFFERINGS**

**8.1 Special Promotions, (Cont'd.)**

**8.7 TrinsicHOME 1<sup>st</sup> and 6<sup>th</sup> Month Free Promotion**

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

This promotion is available from November 5, 2004 until November 1, 2005.

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

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 9.0 - CUSTOMER INFORMATION BULLETIN**

**9.1** At the time of sale when the residential customer signs up for service, the Company provides each customer a Customer Information Bulletin which contains an itemized account of the charges for the equipment and service for which the customer has contracted and other information. This shall be hand delivered to the customer, the form of which will be as follows:

**IMPORTANT CUSTOMER INFORMATION FOR YOUR REVIEW**

**Rights and Responsibilities of Missouri Residential Telephone Customers**

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

Your Telephone Bill

You'll receive a telephone bill from us each month. Trinsic provides basic local exchange services and basic local exchange service bundled with long distance and other nonregulated services. The Company does not require a deposit for service. Payment in full is due within 30 days of the date of the bill. If we do not receive your payment your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach us by the due date.

Payment Arrangements

Payment must be sent to Trinsic Communications, Inc. and may be made in the form of a Money Order, personal check or Certified Check. If you are temporarily having difficulty paying your telephone bill, please call Trinsic Communications, Inc. at (800)-511-4572 24 hours a day, 7 days a week. By doing this, you may avoid having your telephone service suspended or disconnected. Your service shall not be discontinued unless written notice by first-class mail is sent to you at least ten days prior to the date of the proposed discontinuance.

Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
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Tampa, Florida 33602

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September 17, 2007  
TO-2007-0392  
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LN-2005-0165



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**SECTION 9.0 - CUSTOMER INFORMATION BULLETIN, CONT'D.**

**Disconnection or Suspension of Telephone Service**

Your telephone service is subject to suspension and disconnection for any of the reasons listed below. If you do not resolve the reason for suspension or disconnection, your service will first be suspended. If service is suspended, your telephone number is reserved for five days, and if you are reconnected within that time the charge is only \$15.11. If the reason for suspension has not been resolved within the 5 day period of suspension, your service will be disconnected. If service is disconnected, a new telephone number will be assigned and you will be again required to pay a Processing Fee of \$49.99.

Your service may be suspended or disconnected for any of the following reasons:

1. Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until Trinsic has notified you in writing at least ten (10) days in advance of the suspension or discontinuance. Additionally, Trinsic Communications, Inc. will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your telephone service.
2. Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
3. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
4. Misrepresentation of the identity in obtaining telephone utility service.
5. Incurs charges and evidences an intent not to pay such charges when due, including calls to 900 numbers, and long distance calls billed to the number.
6. The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

**Re-Connection of Service**

After local telephone service has been suspended or disconnected, Trinsic Communications, Inc. will restore your service when the reason for suspension or disconnection has been remedied. Before restoring your service, the following will be required:

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
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Tampa, Florida 33602

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**SECTION 9.0 - CUSTOMER INFORMATION BULLETIN, CONT'D.**

1. Payment for all undisputed amounts must be received by Trinsic Communications, Inc. or its authorized Agent.
2. The Processing Fee of \$49.99 must be paid again if your service has been disconnected. The processing fee will NOT be charged if your service has been suspended. If your service has been suspended you will be charged however, a Re-connection fee of \$15.11. Re-connection must be made during the five day suspension period.

Procedures for Handling Billing Questions, other Inquiries and Complaints

Questions about your bill and other telephone inquiries may be made directly by calling **Trinsic Communications, Inc.** twenty-four (24) hours a day, seven (7) days a week by dialing 1-800-511-4572. Written inquiries may be directed by fax to: (813) 233-4620. Written inquiries may also be directed to:

Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**Filing a Complaint with the Missouri Public Service Commission**

If Trinsic Communications, Inc. cannot resolve your complaint, you may call the Missouri Public Service Commission, located at 200 Madison Street, Suite 100, Jefferson City, Missouri 65102, toll-free at 1-800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: 200 Madison Street, Suite 100, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 200 Madison Street, Suite 600, Jefferson City, Missouri 65101. The Public Counsel's telephone number is 1-573-751-4857.

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Issued: December 13, 2004

Effective: January 13, 2005

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
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CANCELLED  
September 17, 2007  
TO-2007-0392  
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LN-2005-0165

SECTION 10.0 – GRANDFATHERED SERVICES

10.1 Network Exchange Bundled Service, Cont'd.

(M)

10.1.1 Trinsic Standard Service \*\* (1)

A. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service. Standard Service includes the following:

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling.
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.
4. Trinsic Standard Service Customers will receive Member to Member service (See Section 4.2 ) at no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature

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

(1) This service was formerly known as Missouri Home Edition - Standard Service.

(M)

*Material now found on this page previously found in Section 4, Original Page 6*

Issued: December 29, 2005

Effective: February 1, 2006

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Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.

10.1 Network Exchange Bundled Service, Cont'd.

(M)

10.1.2 Trinsic Basic Service \*\* (1)

A. Trinsic Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of (60) second increments. For toll calls placed away from home, see Trinsic Travel Card Service (See Trinsic Interexchange Telecommunications Tariff PSC Mo. No. 1 tariff). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

2. Local line and unlimited calling.

B. Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

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

C. Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

D. Distinctive Ring Calling Feature

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

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

(M)

*Material now found on this page previously found in Section 4, Original Page 7*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

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FILED  
Missouri Public  
Service Commission

SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.

10.1 Network Exchange Bundled Service, Cont'd.

(M)

10.1.3 Trinsic Value Service \*\* (1)

A. Trinsic Value includes the following:

1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes of sixty (60) seconds. For toll calls placed away from home, see Trinsic's *Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.
2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for an additional monthly charge.
4. Member to Member Service.
5. The following additional custom calling features are available with this service.

Distinctive Ring  
VIP Alert:  
Privacy Manager:

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

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

(M)

*Material now found on this page previously found in Section 4, Original Page 10*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

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**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**
**10.2 TrinsicBUSINESS A La Carte Service\*\*****(M)**

Trinsic Business A La Carte service is targeted at small business Customers and provides options based on the Customers calling patterns and estimated usage. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local calling concurrent with enrollment for this service. TrinsicBusiness A La Carte provides Customers with the option of selecting Trinsic for toll services.

**A. Local Exchange Service**

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

**B. Toll Service****.1 Long Distance Service**

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

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

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

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

**(M)**

*Material now found on this page previously found in Section 4, Original Page 22*

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 Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President

Trinsic Communications, Inc.

601 South Harbour Island Boulevard, Suite 220

Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.2 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

(M)

**C. Toll Free Service**

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

**D. Business Network Rate Service**

Business Network Rate Service is available to Trinsic business Customers for outbound calling from presubscribed lines. This service allows Trinsic Business A La Carte Customers presubscribed to Trinsic for long distance service to call other Trinsic Customers without depleting the call allowance for the plan the Customer has chosen. Call may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

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

(M)

*Material now found on this page previously found in Section 4, Original Page 23*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President

Trinsic Communications, Inc.

601 South Harbour Island Boulevard, Suite 220

Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
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Service Commission

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**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**
**10.2 TrinsicBUSINESS A La Carte Service, (Cont'd) \*\*****(M)****E. Calling Features**

These features are offered subject to availability of suitable facilities. TrinsicBusiness A La Carte may include the calling features listed below:

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

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

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

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

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

**(M)**

*Material now found on this page previously found in Section 4, Original Page 24*

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 Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602



SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.

10.2 TrinsicBUSINESS A La Carte Service, (Cont'.d) \*\*

(M)

E. Calling Features, (Cont'd.)

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

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

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

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

(M)

*Material now found on this page previously found in Section 4, Original Page 25*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.2 TrinsicBUSINESS A La Carte Service, (Cont'.d) \*\***

(M)

**F. Guarantee Incentive Program**

If a Customer is not satisfied with the Trinsic Business A La Carte Service, for any reason, during the first ninety (90) days of service, Trinsic will switch the Customer back to the Customer's previous local exchange provider at no charge. The Customer will not be required to pay any installation charges incurred when switching back to their previous local service provider. This offer only applies to installation charges on existing business lines migrated back to the local service provided subscribed to before switching to Trinsic. This offer does not extend to any new service lines established with Trinsic that are switched back to the previous provider. Customers requesting a switch to the previous provider must have a zero billed balance with Trinsic. Customers will be required to complete and sign a form requesting this offer. This form may be obtained by calling Trinsic's toll free customer service telephone number.

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

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

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

(M)

*Material now found on this page previously found in Section 4, Original Page 26*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.3 Trinsic Complete Local\*\***

(N)

Trinsic Complete Local provides only residential Local Exchange Service, which includes unlimited local calling at no additional charge. Long Distance calling is not included in this offering. The Customer may presubscribe to the long distance provider of their choice.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509  
**FILED**  
Missouri Public  
Service Commission

SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.

10.4 Trinsic Complete Residential

(N)

10.4.1 Trinsic Complete Plus\*\*

A. Description

Trinsic Complete Plus is available to customers whose primary Local Exchange Service line is provided under any Trinsic Complete bundled offerings. Customers may subscribe to up to two additional lines under this offering.

Should a customer discontinue primary Local Exchange Service, the remaining Second Line will automatically convert to a primary line with all features and functionality of such, and at the rate formerly in effect for the primary line.

Trinsic Complete Plus includes the following:

1. Local Exchange Service with unlimited local calling;
2. Presubscription to Trinsic's IntraLATA, intrastate and interstate long distance services.
3. Discounted international calling with International Option

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.4 Trinsic Complete Residential (Cont'd)**

(N)

**10.4.2 Trinsic Complete Nation \*\***

**A. Description**

Trinsic Complete Nation includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

<sup>1</sup> Voice mail is not regulated by the Commission.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.4 Trinsic Complete Residential (Cont'd)**

(N)

**10.4.3 Trinsic Complete Nation II\*\***

**A. Description**

Trinsic Complete Nation II includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. Voice Mail<sup>1</sup>;
4. Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
5. Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.4 Trinsic Complete Residential (Cont'd)**

(N)

**10.4.4 Trinsic Complete 250\*\***

**A. Description**

Trinsic Complete 250 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling and Speed Dial 8;
3. 250 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.4 Trinsic Complete Residential (Cont'd)**

(N)

**10.4.5 Trinsic Complete 50\*\***

**A. Description**

Trinsic Complete 50 includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
3. 50 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

CANCELLED  
 September 17, 2007  
 TO-2007-0392  
 Missouri Public  
 Service Commission

MOL0509  
 FILED  
 Missouri Public  
 Service Commission



**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.5 Trinsic Complete for Business\*\***

(N)

Trinsic Complete for Business includes unlimited business Local Exchange Service access lines, the Company's long distance (IntraLATA, Intrastate and Interstate) service, Touch Tone Calling Service, and certain custom calling features. Voice mail is included in certain bundled services and is available for an additional charge with other services.

The optional calling features included in Trinsic Complete for Business are described in Section 4 of this tariff. Additional features as described in Section 4 of this tariff may be subscribed to separately.

Customers who are subscribed to two or more Trinsic Complete for Business Bundles will receive a 20% discount on their Monthly Recurring Charge (MRC) for their second and each additional bundle.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 FILED  
Missouri Public  
Service Commission

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.5 Trinsic Complete for Business\*\* (Cont'd)**

(N)

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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509  
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Missouri Public  
Service Commission

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**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.5 Trinsic Complete for Business (Cont'd)**

(N)

**10.5.1 Trinsic Complete Local for Business \*\***

**A. Description**

Trinsic Complete Local for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Discounted Long Distance calling.
4. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.5 Trinsic Complete for Business (Cont'd)**

(N)

**10.5.2 Trinsic Complete Nation for Business\*\***

**A. Description**

Trinsic Complete Nation for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable and Line Hunting;
3. Unlimited direct dial outbound IntraLATA toll, intrastate and interstate long distance calling.
4. Discounted international calling with International Option

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

CANCELLED  
 September 17, 2007  
 TO-2007-0392  
 Missouri Public  
 Service Commission

MOL0509  
 FILED  
 Missouri Public  
 Service Commission

**SECTION 10.0 – GRANDFATHERED SERVICES, CONT'D.**

**10.5 Trinsic Complete for Business (Cont'd)**

(N)

**10.5.3 Trinsic Complete Premium for Business\*\***

**A. Description**

Trinsic Complete Premium for Business includes the following:

1. Local Exchange Service with unlimited local calling;
2. Custom Calling Features: Call Forwarding-Variable, Line Hunting, Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling; and Speed Dial 8;
3. Unlimited IntraLATA toll, intrastate and interstate long distance calling.
4. Voice Mail<sup>1</sup>.
5. Discounted international calling with International Option.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

<sup>1</sup> Voice Mail is not regulated by the Commission.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 11.0 – GRANDFATHERED SERVICES RATES**

**11.1 Network Exchange Bundled Service**

**11.1.1 Trinsic Standard Service <sup>\*\*</sup>(1)**  
 Package Price for Standard Service  
 Monthly Rate

Primary Line	\$60.90 <b>(I)</b>
Secondary Line	\$29.90 <b>(I)</b>
Service Connection Fee, one-time charge per line: *	
Primary Line	\$69.99
Secondary Line	\$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Standard Service.

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

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

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.
4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:           \$3.00

<sup>\*\*</sup> This option grandfathered effective October 12, 2002 and is available to existing customers only.

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

(1) This service formerly known as Missouri Home Edition – Standard Serviced

Issued: November 14, 2006

Effective: December 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

CANCELLED  
 September 17, 2007  
 TO-2007-0392  
 Missouri Public  
 Service Commission

**Filed**  
 Missouri Public  
 Service Commission

**SECTION 11.0 – GRANDFATHERED SERVICES RATES**

**11.1 Network Exchange Bundled Service**

(M)

**11.1.1 Trinsic Standard Service <sup>\*\*</sup>(1)**

(T)

Package Price for Standard Service

Monthly Rate

Primary Line \$58.84

Secondary Line \$28.89

Service Connection Fee, one-time charge per line: \*

Primary Line \$69.99

Secondary Line \$55.00

1. A monthly allowance of 100 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service. (See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff) Such travel card calls are not included in the monthly toll call allowance for Standard Service.

(T)

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

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

2. Local line and unlimited local calling.
3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.
4. Standard Service Customers will receive Member to Member service (See Section 5.1.3) no additional charge, included with the Standard Service.
5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

<sup>\*\*</sup> This option grandfathered effective October 12, 2002 and is available to existing customers only.

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

(1) This service formerly known as Missouri Home Edition – Standard Serviced

(N)

(M)

*Material now found on this page previously found in Section 5, 2<sup>nd</sup> Revised Page 1*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President

Trinsic Communications, Inc.

601 South Harbour Island Boulevard, Suite 220

Tampa, Florida 33602

**Cancelled**

**December 1, 2006**

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

MOL0509

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.2 Trinsic Basic Service <sup>\*\*</sup>(1)**

Package Price for Basic Service	
Primary Line, per month	\$43.18 (I)
Secondary Line, per month	\$29.90 (I)
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

**A.** Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Basic Service.

<u>Toll calls within 30 minute allowance</u>	
Direct Dial Access	\$0.00
<u>Toll calls above 30 minute allowance</u>	
Direct Dial Access	\$0.15

2. Local line and unlimited local calling.

**B.** Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
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Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for \$4.95 per month.

**C.** Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
-----------------	------------------

<sup>\*\*</sup> This option grandfathered effective October 12, 2002 and is available to existing customers only.

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

(1) This service formerly known as Missouri Home Edition – Basic Service

Issued: November 14, 2006

Effective: December 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602

CANCELLED  
 September 17, 2007  
 TO-2007-0392  
 Missouri Public  
 Service Commission

**Filed**  
 Missouri Public  
 Service Commission



**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.2 Trinsic Basic Service <sup>\*\*</sup>(1)**

(T) (M)

Package Price for Basic Service		(T)
Primary Line, per month	\$41.72	
Secondary Line, per month	\$28.89	
New Service Connection Fee, one-time charge, per line #		
Per Primary Line	\$69.99	
Per Secondary Line	\$55.00	

**A.** Basic Service includes the following:

1. A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments, with an initial period, for billing purposes, of sixty (60) seconds. For toll calls placed away from home, see Trinsic Travel Card Service (*See Trinsic's interexchange telecommunications PSC Mo. No. 1 tariff*). Such travel card calls are not included in the monthly toll call allowance for Basic Service.

(T)

<u>Toll calls within 30 minute allowance</u>	
Direct Dial Access	\$0.00

<u>Toll calls above 30 minute allowance</u>	
Direct Dial Access	\$0.15

2. Local line and unlimited local calling.

**B.** Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack	\$7.99 per month
--------------	------------------

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

**C.** Ninety (90) additional minutes of interstate or intrastate long distance may be purchased at an additional monthly charge.

90 Direct Dial:	\$7.99 per month
-----------------	------------------

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

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

(1) This service formerly known as Missouri Home Edition – Basic Service

(N)

(M)

*Material now found on this page previously found in Section 5, 2<sup>nd</sup> Revised Page 2*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**Cancelled**

December 1, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

MOL0509

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**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.2 Trinsic Basic Service,\*\* (Cont'd.)**

**D.** Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

(T) (M)  
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(T) (M)  
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(M)

*Material now found on this page previously found in Section 5, Original Page 3*

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Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 FILED  
Missouri Public  
Service Commission

## SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.

## 11.1 Network Exchange Bundled Service

11.1.3 Trinsic Value Service <sup>1\*\*</sup>

## Package Price for Trinsic Value

## Primary Line, per month

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

## Secondary Line, per month

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

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

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

<sup>1</sup> This service was formerly known as Z-Linc Home Select.

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

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

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.3 Trinsic Value Service <sup>1\*\*</sup>**

(M)

Package Price for Trinsic Value

Primary Line, per month	
UNE Zone 1:	\$40.65
UNE Zone 2:	\$51.35
UNE Zone 3:	\$55.63
UNE Zone 4:	\$51.35
Secondary Line, per month	
UNE Zone 1:	\$34.24
UNE Zone 2:	\$46.01
UNE Zone 3:	\$50.29
UNE Zone 4:	\$46.01
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

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

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

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

(M)

(M)

*Material now found on this page previously found in Section 5, 2<sup>nd</sup> Revised Page 7*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**Cancelled**

December 1, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

MOL0509

SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.

11.1 Network Exchange Bundled Service

11.1.3 Trinsic Value Service<sup>1\*\*</sup>

(M)

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

- 1. A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic's *Interexchange Telecommunications Tariff PSC Mo. No. 1 Tariff*.) Such travel card calls are not included in the monthly toll call allowance for Trinsic Value.

<u>Toll calls within 50 minute allowance</u>	
Direct Dial Access	\$0.00

<u>Toll calls above 50 minute allowance</u>	
Direct Dial Access	\$0.07

- 2. Local line and unlimited local calling.
- 3. Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.  
  
Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Blocking and Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for \$4.95 per month.
- 4. Member to Member Service.
- 5. The following additional custom calling features are available with this service.

	<b>Per Month</b>
Distinctive Ring	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

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

<sup>\*\*</sup> This option grandfathered effective September 27, 2003 and is available to existing customers only.

(M)

*Material now found on this page previously found in Section 5, 1<sup>st</sup> Revised Page 8*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.4 TrinsicBUSINESS A La Carte Service \*\***

**A. Local Exchange Service**

**.1 Local Access Line**

Local Business Line	
Monthly Rate	\$32.00 (I)
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

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

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

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.4 TrinsicBUSINESS A La Carte Service \*\***

(M)

**A. Local Exchange Service**

**.1 Local Access Line**

Local Business Line	
Monthly Rate	\$27.99
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

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

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

(M)

*Material now found on this page previously found in Section 5, Original Page 9*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**Cancelled**

July 5, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

(M)

**B. Toll Service**

**.1 Long Distance Service**

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

Rate Per Minute: \$0.089

**2. Long Distance Calling Packs**

Customers may choose to purchase Long Distance Calling Packs which provide a set number of long distance calling minutes for a flat rate per month. Toll Free Service is not included in Long Distance Calling Packs. Minutes above the purchased Calling Pack are billed in six (6) second increments.

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

(M)

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

*Material now found on this page previously found in Section 5, Original Page 10*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
 Trinsic Communications, Inc.  
 601 South Harbour Island Boulevard, Suite 220  
 Tampa, Florida 33602



SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.

11.1 Network Exchange Bundled Service

11.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\*

(M)

C. Toll Free Service

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

Rate per minute:	\$0.069
Monthly Recurring Charge Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$ 9.99

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

(M)

Material now found on this page previously found in Section 5, Original Page 11

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 FILED  
Missouri Public  
Service Commission

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.1 Network Exchange Bundled Service**

**11.1.4 TrinsicBUSINESS A La Carte Service, (Cont'd.) \*\***

(M)

**D. Business Network Rate Service**

Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

Rate per minute: \$0.039

**E. Calling Features**

**a. Rates**

.1 Monthly Rates, per Feature: \$3.00

.2 Monthly Rate, Feature Pack,  
(3 or more features): \$9.00

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

The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF customer pays the applicable charges for the forwarded portion of the call.

**.1 Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 5.1.6 of this tariff).

**.2 Monthly Recurring Charge**

Per line: \$15.00

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

(M)

*Material now found on this page previously found in Section 5, Original Page 12*

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.

11.2 Trinsic Complete Local\*\*

(N)

Per line, per month	\$53.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

\* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

\*\* This service grandfathered effective February 1, 2006 and is available to existing Customers only.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

CANCELLED  
September 17, 2007  
TO-2007-0392  
Missouri Public  
Service Commission

MOL0509 FILED  
Missouri Public  
Service Commission

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.3 Trinsic Complete Residential**

(N)

**11.3.1 Trinsic Complete Plus\*\***

Trinsic Complete Plus, per month	\$37.49*
Trinsic Complete Plus with International Option, per month	\$40.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://www.trinsic.com).

**11.3.2 Trinsic Complete Nation \*\***

Trinsic Complete Nation, Per bundle, per month	\$69.99*
Trinsic Complete Nation with International Option, per bundle, per month	\$72.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

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

(N)

**11.3.3 Trinsic Complete Nation II\*\***

Trinsic Complete Nation II, per bundle, per month	\$67.49*
Trinsic Complete Nation II with International Option, per bundle, per month	\$70.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://www.trinsic.com).

**11.3.4 Trinsic Complete 250\*\***

Trinsic Complete 250, per bundle, per month	\$62.49*
Trinsic Complete 250 with International Option, per bundle, per month	\$65.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.

11.3 Trinsic Complete Residential, (Cont'd.)

(N)

11.3.5 Trinsic Complete 50\*\*

Trinsic Complete 50, per bundle, per month	\$51.49*
Trinsic Complete 50 with International Option, per bundle, per month	\$54.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

**11.4 Trinsic Complete for Business**

**11.4.1 Trinsic Complete Local for Business \*\***

(N)

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$43.95*
Rate Group 2-5	N/A

Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$49.90*
Rate Group 2-5	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://www.trinsic.com).

**11.4.2 Trinsic Complete Nation for Business\*\***

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$60.45*
Rate Group 2-5	N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month	
Rate Group 1	\$66.40
Rate Group 2-5	N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602

**SECTION 11.0 – GRANDFATHERED SERVICES RATES, CONT'D.**

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

**11.4.3 Trinsic Complete Premium for Business\*\***

(N)

Trinsic Complete Premium for Business, per bundle, per month

Rate Group 1 \$76.95\*

Rate Group 2-5 N/A

Trinsic Complete Premium for Business with International Option,  
per bundle, per month

Rate Group 1 \$82.90\*

Rate Group 2-5 N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's P.S.C. MO Tariff No. 1 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://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](http://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.

(N)

Issued: December 29, 2005

Effective: February 1, 2006

Ron Walters, Regional Vice President  
Trinsic Communications, Inc.  
601 South Harbour Island Boulevard, Suite 220  
Tampa, Florida 33602