



May 27, 2008  
Via E-file

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Ms. Renee Jenkins, Commission Secretary  
Public Utilities Commission of Ohio  
180 East Broad Street, 13<sup>th</sup> Floor  
Columbus, OH 43215-3793

RE: Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic  
Communications  
Docket 08-534-TP-ACN

Dear Ms. Jenkins:

Enclosed for filing please find the original copy of the Replacement Local and Interexchange tariffs as requested by Ambrosia Logsdon on May 19, 2008.

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it to me in the self-addressed stamped envelope.

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

Thank you for your assistance with this matter.

Sincerely,

Thomas M. Forte  
Consultant to Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic  
Communications

*TMF/rg*

cc: Scott Klopach - Matrix  
file: Matrix - OH IXC  
tms: OHx0804b

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*This Ohio tariff No. 5 issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, cancels and replaces in its entirety the Ohio tariff No. 3 issued by Matrix Telecom, Inc.*

**RATES, TERMS AND CONDITIONS  
RELATING TO THE PROVISION OF  
LOCAL EXCHANGE SERVICES  
IN THE STATE OF OHIO**

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Issued: May 28, 2008

Effective: May 28, 2008

Issued by:

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

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### CHECK SHEET

Pages of this Tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original Tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
Title	Original	*	31	Original	*	61	Original	*
1	Original	*	32	Original	*	62	Original	*
2	Original	*	33	Original	*	63	Original	*
3	Original	*	34	Original	*	64	Original	*
4	Original	*	35	Original	*	65	Original	*
5	Original	*	36	Original	*	66	Original	*
6	Original	*	37	Original	*	67	Original	*
7	Original	*	38	Original	*	68	Original	*
8	Original	*	39	Original	*	69	Original	*
9	Original	*	40	Original	*	70	Original	*
10	Original	*	41	Original	*	71	Original	*
11	Original	*	42	Original	*	72	Original	*
12	Original	*	43	Original	*	73	Original	*
13	Original	*	44	Original	*	74	Original	*
14	Original	*	45	Original	*	75	Original	*
15	Original	*	46	Original	*	76	Original	*
16	Original	*	47	Original	*	77	Original	*
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18	Original	*	49	Original	*	79	Original	*
19	Original	*	50	Original	*	80	Original	*
20	Original	*	51	Original	*	81	Original	*
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22	Original	*	53	Original	*	83	Original	*
23	Original	*	54	Original	*	84	Original	*
24	Original	*	55	Original	*	85	Original	*
25	Original	*	56	Original	*	86	Original	*
26	Original	*	57	Original	*	87	Original	*
27	Original	*	58	Original	*	88	Original	*
28	Original	*	59	Original	*	89	Original	*
29	Original	*	60	Original	*	90	Original	*
30	Original	*						

\* - indicates those pages included with this filing

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**CHECK SHEET, (CONT'D.)**

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
91	Original	*	121	Original	*	151	Original	*
92	Original	*	122	Original	*	152	Original	*
93	Original	*	123	Original	*	153	Original	*
94	Original	*	124	Original	*	154	Original	*
95	Original	*	125	Original	*	155	Original	*
96	Original	*	126	Original	*	156	Original	*
97	Original	*	127	Original	*	157	Original	*
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99	Original	*	129	Original	*	159	Original	*
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101	Original	*	131	Original	*	161	Original	*
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109	Original	*	139	Original	*	169	Original	*
110	Original	*	140	Original	*	170	Original	*
111	Original	*	141	Original	*	171	Original	*
112	Original	*	142	Original	*	172	Original	*
113	Original	*	143	Original	*	173	Original	*
114	Original	*	144	Original	*	175	Original	*
115	Original	*	145	Original	*	175	Original	*
116	Original	*	146	Original	*	176	Original	*
117	Original	*	147	Original	*	177	Original	*
118	Original	*	148	Original	*	178	Original	*
119	Original	*	149	Original	*	179	Original	*
120	Original	*	150	Original	*	180	Original	*

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PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
181	Original	*					
182	Original	*					
183	Original	*					
184	Original	*					
185	Original	*					
186	Original	*					
187	Original	*					
188	Original	*					
189	Original	*					
190	Original	*					
191	Original	*					

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**TABLE OF CONTENTS**

	<u>Page</u>
Title Page	<u>Title</u>
Check Sheet	1
Table of Contents	4
Application of Tariff	5
Explanation of Symbols	6
Tariff Format	7
 Section 1 – Explanation of Terms	 8
 Section 2 – Regulations	 11
 Section 3 – Services Descriptions and Rates	 44
 Section 4 – Price List – Business Services	 55
 Section 5 – Price List – Local Digital Service	 65
 Section 6 – Service Areas	 68
 Section 7 – Trinsic Products	 69
 Section 8 – Trinsic Grandfathered Service Descriptions	 172
 Section 9 – Trinsic Grandfathered Service Price List	 183

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**APPLICATION OF TARIFF**

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

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

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### **EXPLANATION OF SYMBOLS**

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

- C** - To indicate changed regulation.
- D** - To indicate discontinued rate or regulation
- I** - To indicate increased rate.
- M** - To indicate a move in the location of text.
- N** - To indicate new rate or regulation.
- R** - To indicate reduced rate.
- T** - To indicate a change in text.

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### TARIFF FORMAT

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

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## **SECTION 1 - EXPLANATION OF TERMS**

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

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

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

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

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

**Business Customer:** All customers not meeting definition of a residential customer.

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

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

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

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

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

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

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

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

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

**Hunting:** A line feature which routes a call to an idle line in a prearranged group when the called telephone number is busy.

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

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

**LATA:** The local access and transport areas as defined in United States v. American Telephone and Telegraph Co., 569 F. Supp. 990 (D.D.C. 1983)

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

**Local Calling Area:** A geographic area encompassing 1 or more local communities as described in maps, Tariffs, or rate schedules filed and approved by the commission.

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

**Local Exchange Service:** The provision of an access line and usage within a local calling area for the transmission of high-quality 2-way interactive switched voice or data communication.

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

**PBX:** A private branch exchange.

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

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

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

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

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

**Residential Customer:** A person to whom telecommunication services are furnished predominantly for personal or domestic purposes at the person's dwelling.

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

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

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

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

**Telecommunications Relay Service (TRS):** Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT or vice versa. A customer will be able to access the state provider to complete such calls. See Section 1.21 for more details.

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

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

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

**Toll Service:** The transmission of 2-way interactive switched communication between local calling areas. Toll service does not include individually negotiated contracts for similar telecommunication services or wide area telecommunication service.

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

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## SECTION 2 - REGULATIONS

### 2.1 Undertaking of the Company

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

### 2.2 Terms and Conditions

- 2.2.1 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Tariff. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- 2.2.2 Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified at the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current Tariffed, month to month rates, unless terminated by the Customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this Tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

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## **SECTION 2 - REGULATIONS**

### **2.2 Terms and Conditions (cont'd)**

- 2.2.3** This Tariff shall be interpreted and governed by the laws of the State of Ohio without regard for the State's choice of laws provisions.
- 2.2.4** Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.2.5** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.6** The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business. Nothing in this provision shall be construed to be inconsistent with number portability requirements.
- 2.2.7** In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide customer records and related information without further notice.
- 2.2.8** Customer shall not connect any equipment to the Company's network or lines, except with at least ten (10) days prior written notice to the Company.

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

**2.3 Notification of Service Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service-affecting activities. The Company will work cooperatively with the Customer to determine reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible. All outage credits will be in accordance with OAC 4901.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.4 Provision of Service

- 2.4.1** The Company will make reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff and will do so in accordance with OAC 4901.
- 2.4.2** The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- 2.4.3** The furnishing of service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 2.4.4** Customer shall not connect any equipment to the telecommunication system owned or managed by the Company except upon ten (10) days' prior written notice to the Company. Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.



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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.4 Provision of Service, (Cont'd.)

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

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

**2.4.6** At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.5 Liability of the Company

**2.5.1** The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents. In addition, all or a portion of the service may be provided over facilities of third parties, and the Company will not be liable to Customer or any other person, firm or entity in any respect whatsoever arising out of defects caused by such third parties.

**2.5.2** The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Tariff. The Company's liability, if any, with regard to delayed installation of the Company facilities or commencement of service, shall not exceed \$1,000 in accordance with OAC 4901. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this Tariff, and subject to the provisions of Section 2.7, the Company's liability, if any, shall be limited as provided herein.

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

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

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

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

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

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## SECTION 2 – REGULATIONS, (CONT'D.)

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

- 2.5.5** The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's exchange access lines. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.4 and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the company may, upon written notice, terminate the Customer's service without liability.
- 2.5.6** The Company shall not be liable for any action, such as blocking or shutting off service by the Company or the underlying carrier of all traffic to or from certain NPA-NXX's, certain countries, cities, or individual telephone stations for any service offered under this Tariff in order to control fraud or non-payment. For Customers, service will be restored as soon as it can be provided without undue risk and only after accounts have been brought current.
- 2.5.7** The failure to give notice of default, to enforce or insist upon compliance with any of the terms and conditions herein, the waiver of any term or conditions herein, or the granting of an extension of time for performance by the Company or the Customer will not constitute the permanent waiver of any term or condition herein. Each of the provisions herein will remain at all time in full force and effect until modified in writing.

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## SECTION 2 – REGULATIONS, (CONT'D.)

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

#### 2.5.8 With Respect to Directory Listings

- A. In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company. In accordance with OAC 4901.
- B. An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
  - 1. In the event the local service provider omits a subscriber's listing from the white pages of the telephone directory or lists an incorrect telephone number, the company shall issue the subscriber a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the subscriber has provided such listing information after the deadline for directory publication. The subscriber shall be given the option of taking the credit or pursuing other remedies.
  - 2. When a subscriber notifies a local or toll operator that the subscriber has reached a wrong number, been accidentally disconnected, or experienced a call with poor transmission quality, the subscriber shall be given appropriate credit for that call.
  - 3. In the event of an error in a directory-listed telephone number and the incorrect number is already assigned to a subscriber, that subscriber shall be offered a new telephone number free of charge.

- 2.5.9 Inclusion of early termination liability by the Company in its pricing guide or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have, should a dispute arise.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.6 Directory Listings

- 2.6.1** The Company will, as a service to the Customer, arrange for listing of Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 2.5.1 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 2.6.2** Upon termination of service for non-payment, the listed directory number of Customer will be retained by the Company until such time as Customer's outstanding obligations to the Company have been paid, including any estimated final charges.
- 2.6.3** When a Customer with a nonpublished telephone number, as defined herein, places a call to Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this Tariff, Customer acknowledges and agrees with the release of information as described above.
- 2.6.4** In conjunction with a nonpublished telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.7 Interruptions in Service

An interruption is deemed to have occurred when the Company's system is inoperative. If a Customer reports a facility, service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

#### 2.7.1 Temporary Suspension for Repairs

The Company's underlying provider shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will give the Customers who may be affected as reasonable notice thereof as circumstances will permit, and will perform the work with reasonable diligence, and if practicable at times that will cause the Customer the least inconvenience. When the Company's services are being repaired or changed, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service in accordance with OAC 4901.

#### 2.7.2 Credit Allowance for Interruptions

The local service provider shall make an adjustment to a subscriber's bill in accordance with section 2.7.3 whenever a subscriber's service is interrupted and remains out of service for more than twenty-four consecutive hours after being reported to the local service provider or after being found by the local service provider to be out of service. The length of the service interruption must be computed on a continuous basis, Saturdays, Sundays, and holidays included. This rule does not apply if the out-of-service condition:

- A. Occurs as a result of a negligent or willful act on the part of the subscriber;
- B. Occurs as a result of a malfunction of subscriber-owned telephone equipment or inside wire;

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

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

**2.7.2 Credit Allowance for Interruptions, (Cont'd.)**

- C.** Occurs as a result of a military action, war, insurrection, riot, or strike; or
- D.** Cannot be repaired due to the subscriber missing a repair appointment.

**2.7.3 Limitations on Credit Allowances**

If an out-of-service condition exceeds twenty-four hours but is less than forty-eight hours, the local service provider shall credit the subscriber's bill for at least the pro rata portion of the monthly charge(s) for all regulated local services rendered inoperative during the interruption. Credit for out-of-service conditions lasting longer shall be provided as follows:

- A.** The local service provider shall provide a subscriber who experiences an out-of-service condition of forty-eight hours but less than seventy-two hours a credit equal to at least one-third of one month's charges for any regulated local services rendered inoperative.
- B.** The local service provider shall provide a subscriber who experiences an out-of-service condition of seventy-two hours but less than ninety-six hours a credit equal to at least two-thirds of one month's charges for any regulated local services rendered inoperative.
- C.** The local service provider shall provide a subscriber who experiences an out-of-service condition of at least ninety-six hours a credit equal to at least one month's charges for any regulated local services rendered inoperative.



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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.8 Obligations of the Customer

The Customer shall be responsible for:

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

#### 2.8.1 Claims

With respect to any service provided by the Company, Customer shall indemnify, defend and hold the Company harmless from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

- A. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- B. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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## SECTION 2 – REGULATIONS, (CONT'D.)

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

#### 2.8.2 Station Equipment

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 2.7.2 is not applicable.

#### 2.8.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. Customer shall be liable for damages resulting from Customer's use of non-compatible equipment.
- B. Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the Tariffs of the other communication carriers which are applicable to such connections.
- C. Services furnished under this Tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this Tariff.
- D. Customer shall not connect any equipment to the Company's network or lines, except with at least ten (10) days prior written notice to the Company.

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## SECTION 2 – REGULATIONS, (CONT'D.)

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

#### 2.8.4 Inspections

- A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in Section 2.8.2 for the installation, operation, and maintenance of Customer-provided facilities. No credit will be allowed for any interruptions occurring during such inspections.
- B. If the protective requirements for the Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its services and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.9 Payment Arrangements

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

The Company will not refund an overpayment by a Customer unless the claim for such overpayment and appropriate evidence is submitted.

#### 2.9.1 Establishment of Credit

- A. Company may require service applicants to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a service applicant cannot be denied service, on creditworthiness grounds, unless the service applicant has been provided an opportunity to establish financial responsibility through every means available for doing so in accordance to OAC 4901.
- B. Company will inform the service applicant of all options available for meeting that requirement in accordance with OAC 4901.
- C. Paying a deposit in accordance with Section 2.9.2 of this Tariff may be required. Except where unpaid debt for regulated service is already owed by the service applicant to the Company. Where unpaid debt for regulated service is owed, the company may require the applicant to pay such debt pursuant to OAC 4901.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.9 Payment Arrangements, (Cont'd.)

#### 2.9.2 Advance Payments and Deposits

- A. The Company has adopted the uniform statewide deposit amount method in accordance with OAC 4901. This method involves calculating uniform statewide average deposit amounts for each of four categories of service: residence local exchange service, residence toll service, nonresidence local exchange service, and nonresidence toll service.
- B. Under this method, Company shall develop and may apply a Tariffed, single, company-specific, statewide deposit amount for residence local service accounts and/or a Tariffed, single, company-specific statewide deposit amount for nonresidence local service accounts.
- C. The amount of the deposit may not exceed two hundred and thirty per cent of the statewide average bill amount for the class and type of service involved, based on a study of all the provider's customers in the state of Ohio.
- D. A subscriber who is assessed a deposit based on the service provider's statewide average deposit amount may, at any time after the first three months of service and up to the end of the first full year of service, upon request, receive credit on his or her bill for the difference between the amount of the deposit actually paid and an amount equal to two hundred and thirty per cent of the subscriber's actual monthly average total bill for the type of service on which the deposit was based (where the actual monthly average is based on the subscriber's average actual monthly usage of that service, dating from the time of the assessment of the statewide deposit to the point at which the request for credit is made). Any amount so credited shall thereafter no longer accrue interest to be refunded with the deposit and, thereafter, be considered as deducted from the amount of the deposit which, along with interest accrued, must be refunded pursuant to OAC 4901.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.9 Payment Arrangements, (Cont'd.)

#### 2.9.3 Refund of Deposits

- A. After discontinuing service, the Company shall promptly apply the customer's deposit, including any accrued interest, to the final bill. The Company shall promptly refund to the customer any deposit, plus any accrued interest, remaining. A transfer of service from one customer location to another within the service area of the utility does not prompt a refund of the deposit.
- B. The Company shall review each account holding a deposit every twelve months and promptly refund the deposit, plus any accrued interest, if the account meets the following criteria:
  - 1. The customer has paid his/her bills for service for twelve consecutive months without having had service disconnected for nonpayment.
  - 2. The customer has not had more than two occasions on which his/her bill was not paid by the due date.
  - 3. The customer is not then delinquent in the payment of his/her bills.
- C. The Company shall promptly return the deposit, plus any accrued interest, upon the customer's request at any time the customer's credit has been otherwise established or reestablished, in accordance with OAC 4901.

#### 2.9.4 Interest to Be Paid on Deposits

Interest will accrue at a rate of at least three per cent per annum per deposit held for one hundred eighty days or longer. Interest shall be paid to the customer when the deposit is refunded or deducted from the customer's final bill. Company shall not be required to pay interest on a deposit it holds for less than one hundred eighty days. Company shall not pay additional interest on a deposit after discontinuance of service, if Company has made a reasonable effort to refund the deposit.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.9 Payment Arrangements, (Cont'd.)

#### 2.9.5 Bills and Collection of Charges

- A. Bills will be rendered monthly to Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B. All service, installation charges and non-recurring charges can be spread into three monthly payments at Customers request.
- C. The Company shall present bills for recurring charges monthly to the Customer, in advance of the month which service is provided.
- D. The Customer is responsible for the payment of charges for all Services furnished, including but not limited to, all call originated or accepted at Customer's service location regardless of the Carrier providing service.
- E. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- F. A subscriber's bill shall not be due earlier than fourteen days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.

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

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

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

- G.** Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5%, or lower if required by law, per month shall apply to amounts shown on a monthly bill which remain after the due date. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- H.** If Customer chooses to place information services provider (ISP) calls or receives calls via a non-Matrix affiliated carrier, customer will be liable for all charges related to such calls; including without limitation, charges billed to the Company or Customer by ISP or other carriers, any applicable rebilling charge and charges for any service provided by the Company or its affiliates.



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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.9 Payment Arrangements, (Cont'd.)

#### 2.9.6 Disputed Bills

- A. The Customer shall notify the Company of any disputed items on a bill within a reasonable period of time after receipt of the bill. The existence of a disputed amount does not relieve the customer of their obligation to pay current charges. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Commission in accordance with the Commission's rules of procedure.
- B. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- C. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.
- D. If the customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Utilities Commission of Ohio in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Service Monitoring and Enforcement Department  
Public Utility Commission of Ohio  
180 East Broad Street, Tenth Floor  
Columbus, Ohio 43215-3793  
Toll Free Telephone: 800-686-7826  
TTY Toll Free Telephone: 800-686-1570

From 8:00 AM to 5:30 PM (EST) weekdays or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

Residential Customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at:

Toll Free Telephone: 877-742-5622

From 8:00 AM to 5:00 PM (EST) weekdays or at [www.pickocc.org](http://www.pickocc.org)

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.10 Discontinuance of Services

Upon any termination of the communication service agreement, the listed directory number of Customer will be returned to Customer only at such time as Customer's outstanding obligations to the Company have been paid in full, including estimated final charges.

#### 2.10.1 Discontinuance of Service by the Company

- A. The Company may discontinue or suspend service to Customers upon sending written notice of disconnection, postmarked at least seven days prior to the disconnection of service. The Company shall not disconnect service sooner than fourteen (14) days after the due date without incurring any liability for the following reasons:
1. Upon failure to pay a past due bill owed to the Company for regulated basic local exchange service; or
  2. Upon failure of the Customer to meet the deposit requirements set out in Section 2.9.2 of this Tariff; or
  3. Upon failure of the Customer to provide the Company reasonable access to its equipment and property; or
  4. Upon Customer's misuse of the services provided;
  5. Upon refusal of the Customer to furnish information to the Company regarding its past or current use of common carrier communication services, or its planned use of service; or
  6. Upon reason to believe that the Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to discontinuance.

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

### **2.10 Discontinuance of Services, (Cont'd.)**

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

- B.** The Company may discontinue service to Customers immediately and without notice for any of the following reasons without incurring liability:
- 1.** An emergency may threaten the health or safety of a person, or the local service provider's distribution system. If service is disconnected, the company shall act promptly to restore service as soon as possible;
  - 2.** A subscriber's use of telecommunications equipment adversely affects the company's equipment, its service to others, or the safety of the company's employees or subscribers; or
  - 3.** A subscriber tampers with facilities or equipment owned by the Company.

#### **2.10.2 Discontinuance of Service by the Customer**

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

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.10 Discontinuance of Services, (Cont'd.)

#### 2.10.3 Cancellation of Application for Service

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

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.11 Restoral of Service

- 2.11.1** When Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.
- 2.11.2** After basic local exchange service has been shut off; Company shall restore service in accordance with OAC 4901.
- 2.11.3** Any payments required for service restoration may be made by Customer in any reasonable manner. Payment by personal check may be refused by Company if Customer has tendered payment in this manner and the check has been dishonored during the last 3 (three) years, excluding bank error.
- 2.11.4** Before restoring service, the Company may require 1 (one) or more of the following:
- A.** Receipt by the company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the company that conditions which warranted disconnection of service have been eliminated; or
  - B.** Agreement by the company and the subscriber on a deferred payment plan and a payment, if required, under the plan.

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.12 Transfer and Assignments

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

### 2.13 Notices and Communications

**2.13.1** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

**2.13.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate an address on the bill for service to which the Customer shall mail payment for that bill.

**2.13.3** All notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall have been presumed to have been delivered to the party on the third business day following the deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

**2.13.4** The Company or Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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

### **2.14 Promotional Offers**

The Company may, from time to time, make promotional offerings of its services. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made and shall be conducted in accordance with the provisions of state rules and regulations. All promotional offerings shall be limited to ninety days' duration within a calendar period.

### **2.15 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide request or prospective Customer to develop a competitive bid for a service not generally offered under this Tariff. ICB rates will be offered to the Customers in writing and on a non-discriminatory basis.

### **2.16 Customer Service**

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

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.17 Classification of Service

The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is a social or domestic nature, service is classified as Residential if installed in a residence.

#### 2.17.1 Business Locations

Business classification will apply to the following:

- A. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments;
- B. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes; and in residence locations where an extension is located at a place where business rates would apply;
- C. In the residence of a practicing physician, dentist, veterinary, surgeon or other medical practitioner who has no business service at other locations;
- D. In any residence location where there is substantial business use of the service, and the customer has no business service elsewhere.

#### 2.17.2 Residential Locations

Residential locations will apply at the following:

- A. In private residences, in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the Customer and listings of a business character are not furnished;
- B. In the residence of a practicing physician, dentist, veterinarian, surgeon or other medical practitioner provided that such residence is not part of an office building and provided the Customer has business service at another location.



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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.18 Application of Boundary Designations

Boundaries designations may be found on the maps in Section 3 of this Tariff. Each Customer's establishment is considered to be within only one Exchange or Zone service area, except as provided for below. The term "establishment," as used in this Tariff denotes the actual building occupied by the Customer, rather than the property associated with such building.

#### 2.18.1 Exchange (or Zone of a District Exchange) Boundaries

- A. Where the boundary is designated as a road (street or highway), the service area includes both sides of the road when associated general plant facilities of the underlying carrier serving the area are located along one side of the road. A Customer's establishment located on the far side of the boundary road is considered to be within the service area if that establishment has an address on the road and can be served by associated aerial or buried general plant facilities of the underlying carrier, not to exceed 500 feet airline distance, measured from the center of the road, to the nearest point on the Customer's establishment.
- B. Service will not be extended to Customer's establishment located on the far side of the boundary road under the following circumstances:
  - 1. Where the Customer's establishment can be served by the underlying carrier's associated general plant facilities provided from the exchange in which the establishment is located, as determined by the underlying carrier;
  - 2. Where there are associated general plant facilities of the underlying carrier on both sides of the boundary road;
  - 3. Where the Customer's establishment is part of a complex (trailer park, shopping center, apartment cluster, etc), on the continuous property, a portion of which exceeds the measurement of 300 feet.

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

### **2.18 Application of Boundary Designations, (Cont'd.)**

#### **2.18.1 Exchange (or Zone of a District Exchange) Boundaries, (Cont'd.)**

- C.** Where the boundary is designated as the center of the road (street or highway) each side of the road is in a different service area.
- D.** Where the boundary is designated as a river (stream) or railroad, each side of the river or railroad is in a different service area.
- E.** Where the boundary divides a lake, the shore of the lake is in different service areas in accordance with the boundary designation at the shore line.
- F.** Where the boundary is designated as a township section line, or a specified distance from a township section line or from a road, Customers' establishments are served in accordance with their location with respect to such boundary line. When such a line is other than the section line or one-quarter or one-half mile from a section line, the location of the boundary line with respect to the section line or road will be shown in feet or fractional miles on the Tariff map sheet.

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

**2.19 Telecommunications Relay Service**

Telecommunications Relay Service enables deaf, hard of hearing or speech-impaired persons who use a text telephone or similar device to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service; however, person using this Service are liable for applicable per call/increment charges.

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Issued: May 28, 2008

Effective: May 28, 2008

Issued by:

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

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## SECTION 2 – REGULATIONS, (CONT'D.)

### 2.20 Service Connection Assistance

#### 2.20.1 Regulations

- A. Service Connection Assistance is a basic local exchange service offering available to customers who are currently participating in one of the following assistance programs:
  - 1. Home Energy Assistance Programs
  - 2. Ohio Energy Credits Program
  - 3. Supplemental Security Income (SSI) under Title XVI of the Social Security Act
  - 4. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid)
  - 5. Food Stamps
  - 6. Federal Public Housing Assistance/ Section 8
- B. The Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the Customer is receiving benefits from one of the programs identified in Section BI above; identifying the specific program or programs from which the customer receives benefits, and agreeing to notify the Company if the Customer ceases to participate in such program or programs.

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

**2.20 Service Connection Assistance**

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

- C.** Customer of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.
- D.** Service Connection Assistance is available for all grades of service.
- E.** Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.
- F.** Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household owes money for such services previously provided at customer's current address.
- G.** Service Connection Assistance Customers are not restricted on the optional services in which they may subscribe.

**2.21 Prorating**

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

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

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### SECTION 3 - SERVICE DESCRIPTIONS AND RATES

#### 3.1 General

Matrix's local service enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. place calls to other stations on the public switched telephone network;
- C. access the Company's business office for service related assistance; access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
- D. access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA calling, or Customer may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

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

**3.2 Local Service Rates**

**3.2.1 Zone 1<sup>2</sup>**

	<u>Maximum Charge</u>
Local Only	\$28.00
Local plus Long Distance	\$21.00

**3.2.2 Zone 2<sup>2</sup>**

	<u>Maximum Charge</u>
Rate Band 1 Local Only	\$60.00
Rate Band 1 plus Long Distance	\$53.00
Rate Band 2 Local Only	\$60.00
Rate Band 2 plus Long Distance	\$53.00
Rate Band 3 Local Only	\$62.00
Rate Band 3 plus Long Distance	\$55.00

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<sup>2</sup> Local Calling Zones are outlined in Section 6.

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

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

The Company's PBX Service uses PBX Trunks to connect to a Customer's PBX system or other similar equipment. Standard trunk configurations include Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combinations Trunks. This service provides customers with unrestricted local calling and Carrier Access. The Company treats these trunks similar to individual exchange lines. Service is billed based on monthly usage, together with monthly recurring charges. Installation and/or conversion charges also apply.

	<u>Maximum</u>
Monthly recurring rate:	\$25.00
Usage rate:	\$.10 per call

**3.4 Local Digital Service**

The Company's local digital service is a digital trunk service which provides a Customer with a connection to the Company Switch via a DS1 digital facility with 24 voice grade ports/channels. Digital trunks are provided for connection of Customer-provided PBX equipment or trunk-capable key systems to the Company's facilities.

<u>Rates</u>	<u>Maximum</u>
Non-Recurring Charge	\$2500.00 per port
Monthly Recurring Charge	\$100.00 per port



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

#### 3.5 Service Conversion Charges

A Service conversion charge will apply when an existing line or trunk is converted to Matrix local service.

##### 3.5.1 Rate

	<u>Maximum</u>
First Line	\$102.00
Additional Line	\$ 52.00

##### 3.5.2 Service Conversion Fee Waiver

Service Conversion fees are eligible for waiver with applicable term plans:

<u>Term</u>	<u>Waiver</u>
Month to Month	0%
1, 2, or 3 year term	100%

#### 3.6 Installation Charges

Installation charges will apply when a new line or trunk is added to a new or existing account.

##### 3.6.1 Rate

Zone 1	
First Line	<u>Maximum</u> \$156.00
Additional Line	\$58.00
Zone 2	
All Lines	<u>Maximum</u> \$156.00

---

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

**3.7 Ground Start Signaling**

Ground start is a condition created by applying a temporary ground to cause current flow creating a condition called a wink to draw dial tone. Lines or trunks are available on a ground start signaling basis for those systems which require it. There is a non-recurring charge which is applied per line or trunk equipped;

\$30.00 maximum

**3.8 Service Restoral Charge**

When service has been discontinued in accordance with the provisions of this Tariff, and Customer wishes to restore service, the following service restoral charge will apply:

\$70.00 maximum

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

#### 3.9 Directory Listings

##### 3.9.1 Business Directory Listings

- A. The Company will arrange for a single directory listing in the alphabetical section of the telephone directory published by the dominant exchange service provider in the Customer's exchange area of the station number which is designated as the Customer's main billing number. Customers will also be provided with a single line listing in the Yellow Pages. This listing is termed the primary listing and is provided at no charge.
- B. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished only as an aid to the use of the telephone Service.
- C. The length of any listing is limited to one line by the use of abbreviations when the clearness of the listing and the identification of the Customer are not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made.
- D. The Company does not list in the alphabetical section of the telephone directory any name, unless it is registered, if and as required by law, and, in any event, unless the Customer is actively engaged in a business or in a profession under that name or is generally known by that name. It likewise does not so list any name which is likely to mislead or deceive the public as to the identity of the Customer, or which is inserted for advertising purposes, or which is more elaborate than is reasonably necessary to identify the Customer. The Company will withdraw any listing which is found to violate the above rule.
- E. A listing must be the actual name of the individual, partnership, association, corporation, or other organization to whom Service is furnished, or the name of a member, officer, employee, or representative thereof, or the name of another business which the Customer represents, controls, or owns. Listings other than those specified herein are available only as unregulated alternate call number listings.

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

#### 3.9 Directory Listings, (Cont'd.)

##### 3.9.1 Business Directory Listings, (Cont'd.)

- F. The listing of a service or commodity or of a trade name of either, such as "Coal, 676 Bellevue, 635-3560" is not permitted in the alphabetical section of a directory, but such service or commodity may be a part of the name listed if the latter is validly adopted and actually used by the Customer.
- G. When a Customer is engaged in more than one line of business, only the business by which he/she is best known will ordinarily be included in the business designation.
- H. Double name listings or the use of titles such as "Pres.", "V-Pres." As for example "Garfield Table Supply Co. Walburn Jones, Manager 453-4441" is not permitted.
- I. Listings of telephones in churches will not included in the same listing the name of the church and also that of its pastor or of organizations, societies associated therewith.
- J. A caption listing with indented listings each with its own telephone service different from the main service (or where there is no main service listing) may be provided for names of department, titles, individuals, etc., only if necessary for the efficient use of the Service. In such cases, no additional charge applies for the caption listing. Indented listings which do not materially add to the information contained in the caption or which merely advertise the extent of the Customer business are not permitted. In connection with PBX systems equipped with inward, dialing, the direct inward number for individuals, titles, departments, etc., may also be listed under the caption listing for the main service with extra listing charges applicable for the indented listings.
- K. One listing may be provided without additional charge for each individual line service except that where there are two or more lines at the same location, only one listing is provided without additional charge.

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

**3.9 Directory Listings, (Cont'd.)**

**3.9.2 Residence Directory Listings**

- A.** A listing must be the name of the Customer to whom Service is furnished or the name of a member of the Customer's domestic establishment.
- B.** One listing may be provided without additional charge for each individual line Service except that where there are two or more lines at the same location, only one listing is provided without additional charge.
- C.** The listing of a telephone in the residence of a professional person such as a physician, dentist, veterinary surgeon, osteopathic physician, doctor of divinity, etc., may include the professional degree provided that the listing is not more than an individual name.
- D.** The listing of a telephone in the residence of a nurse may include the word "nurse."
- E.** The listing of a telephone in clergyman's residence or church study may include the abbreviation "Rev." following the clergyman's name except that when the listing includes the professional degree "DD" the abbreviation "Rev." is not shown.
- F.** A combined given name listing consisting of the given names of two individuals who have the same surname and reside at the same address, or another given name by which the listed person is known, or the given name of a deceased spouse is permitted.

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

#### **3.10 Directory Assistance**

The Customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. For Customers, one call per month to Directory Assistance per account is allowed at no charge. For Residential customers, three calls per month to Directory Assistance are allowed at no charge. A maximum of two number requests per call will be allowed.

##### **3.10.1 Rates**

For all calls to directory assistance beyond the monthly allowance, the following charge will apply:

\$1.00 per call maximum

##### **3.10.2 Exemption from Directory Assistance Charges**

Customers (or principal user of a Business Service) unable to use a telephone directory because of physical or mental limitations will be exempt from the charge and allowance portions of the directory assistance charges. To obtain an exemption, the Customer must provide the name, address, telephone number and nature of the limitation for the individual requiring the exemption. A certificate of directory assistance charge exemption is required for each line to be exempted. Information on the certificate will be treated as confidential. The Customer agrees to notify the Company when the need for an exemption no longer exists.

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

**3.11 Pay Per Call Services Blocking**

Calls to 900 and 976 services, or other pay-per-call services, will be blocked at no charge at the Customer's request. Any customer not subscribing to this blocking service will be responsible for charges directly to the 900/976 provider.

**3.12 Number Changes**

**3.12.1** When a Customer's telephone number is changed, the Company shall intercept all calls to the Customer's former number for no less than three months. The Company shall place a number referral on the line giving the calling party the Customer's new number, subject to equipment limitations, number availability, customer permission, and payment of Tariffed number referral charge, if any.

**3.12.2** When additions or changes in the plant of the underlying carrier or any other provider operations necessitate changing telephone numbers o a group of customers, the Company shall give reasonable notice to all affected Customers.

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

**3.13 Moves, Adds and Changes**

**3.13.1** Non-recurring New Installation Fees as described in this Tariff will be applied per line when a Customer moves to a new address within the same local exchange.

**3.13.2** Non-recurring charges as described in this Tariff will be applied per line when a Customer requests any changes or additions to an existing account.

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## SECTION 4 - PRICE LIST – BUSINESS SERVICES

### 4.1 Business Service Monthly Recurring Charge

Business Line Zone 1 Local Only	\$27.20 per line
Business Line Zone 2A Local Only	\$58.00 per line
Business Line Zone 2B Local Only	\$59.50 per line
Business Line Zone 2C Local Only	\$61.50 per line
Business Line Zone 1 plus Long Distance <sup>1</sup>	\$20.20 per line
Business Line Zone 2A plus Long Distance <sup>1</sup>	\$51.00 per line
Business Line Zone 2B plus Long Distance <sup>1</sup>	\$52.50 per line
Business Line Zone 2C plus Long Distance <sup>1</sup>	\$54.50 per line
Analog PBX Trunk Plan 1 – Local Only	\$24.68 per trunk
Analog PBX Trunk Plan 1 plus Long Distance <sup>1</sup>	\$17.68 per trunk
DID CO Termination	\$21.00 per trunk

### 4.2 Extended Area Calling

#### Zone 1 and PBX Trunk

<u>Per Minute</u>	<u>First Min</u>	<u>Add'l Min</u>
1-10 Miles	\$.040	\$.010
11-22 Miles	\$.050	\$.015
Over 23 Miles	\$.045	\$.020

#### Zone 2

<u>Per Minute</u>	<u>Peak 1<sup>st</sup> min</u>	<u>Peak add'l min</u>	<u>Off peak 1<sup>st</sup> min</u>	<u>Off peak add'l min</u>
0-12 miles	\$0.057	\$0.019	\$0.029	\$0.010
13-26 miles	\$0.076	\$0.038	\$0.038	\$0.019
27 + miles	\$0.115	\$0.048	\$0.057	\$0.024

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<sup>1</sup> When a Customer chooses to use the Company's Long Distance in addition to its local service, the Customer receives a \$7.00 subsidy on local service.

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

**4.3 Initial Service Conversion Charge**

\$30.00 per line in Zone 1  
\$12.25 per line in Zone 2  
\$30.00 per trunk in Zones 1 and 2

**4.4 DID CO Termination**

\$195.00 non recurring with \$24.00 monthly charge

**4.5 Installation Charge**

Zone 1  
\$78.00 per business line installed, non-recurring  
\$29.00 each additional

Zone 2  
\$48.00 per business line installed, non-recurring (Zone 2)

Zones 1 and 2  
\$45.00 per trunk installed, non-recurring  
\$21.50 each additional

---

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

**4.6 Features – Business Line –Zone 1**

	Monthly Recurring	Non Recurring	Per Usage
	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$3.50
Three-way Conference Calling	\$4.00	\$7.00	\$0.00
Hunting	\$0.00	\$0.00	\$0.00
Call Forward Variable	\$4.00	\$7.00	\$0.00
Call Forward Busy Line	\$.75	\$2.00	\$0.00
Call Forward Don't Answer	\$.75	\$2.00	\$0.00
Call Waiting	\$5.50	\$7.00	\$0.00
Speed Dial	\$4.00	\$7.00	\$0.00
Speed Dial, Expanded	\$4.00	\$4.00	\$0.00
Caller ID (Name and Number)	\$9.00	\$42.00	\$0.00
Caller ID Blocking Per Line	\$1.00	\$9.00	\$0.00
Vanity Number	NC	\$45.00	\$0.00
Toll Restriction	\$61.37	\$25.00	\$0.00
Repeat Dialing	\$3.80	\$7.00	\$0.00
Auto Callback	\$3.80	\$7.00	\$0.00

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

**4.7 Features – Business Line –Zone 2**

	Monthly Recurring	Non Recurring	Per Usage
	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$4.00
Three-way Conference Calling	\$2.85	\$6.25	\$0.00
Hunting	\$10.50	\$6.25	\$0.00
Call Forward Variable	\$2.85	\$9.25	\$0.00
Call Forward Busy Line	\$.95	\$9.25	\$0.00
Call Forward Don't Answer	\$.95	\$9.25	\$0.00
Call Forward Busy Line/Don't Answer	\$1.90	\$9.25	\$0.00
Call Waiting	\$4.50	\$9.25	\$0.00
Speed Dial	\$2.75	\$9.25	\$0.00
Speed Dial, Expanded	\$3.25	\$9.25	\$0.00
Caller ID (Name and Number)	\$7.25	\$9.25	\$0.00
Vanity Number	\$0.00	\$375.00	\$0.00
Third # Billed & Collect Blocking	\$1.45	\$4.85	\$0.00
Change Call Blocking	N/C	\$11.25	\$0.00
Change Class Blocking	N/C	N/C	\$0.00
Toll Restrict Blocking	\$3.95	\$11.25	\$0.00
Ground Start	N/C	\$11.75	\$0.00

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

**4.8 Features – Analog PBX Trunk**

	Monthly Recurring	Non Recurring	Per Usage
	<u>Charge</u>	<u>Charge</u>	<u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$1.00
Continuous Redial	\$0.00	\$0.00	\$0.75
Three Way Conference Calling	\$0.00	\$0.00	\$0.75
Hunting, per Trunk Equipped	\$3.75	\$9.25	\$0.00
Caller ID (Name and Number) – Trunk	\$7.25	\$9.25	\$0.00
Change Call Blocking	\$0.00	\$25.00	\$0.00
Toll Restrict Blocking	\$0.00	\$0.00	\$0.00
Third # and Collect Blocking	\$0.00	\$0.00	\$0.00
Call Forward Variable	\$4.25	\$9.25	\$0.00
Touch Tone per Trunk Equipped	\$2.35	\$4.00	\$0.00
Caller ID Blocking, Per Trunk	N/C	\$9.00	\$0.00
Ground Start	N/C	\$30.00	\$0.00

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

**4.9 DID Number Groups**

	<u>Monthly Recurring Charge</u>	<u>Non-recurring Charge</u>
20 numbers per group	\$3.20	\$155.00
20 numbers – per additional group	\$3.20	\$50.00

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

**4.10 Directory Listings**

Zone 1

	<u>Monthly Recurring Charge</u>	<u>Non - Recurring Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.95	\$10.00
Cross Reference Listing	\$1.95	\$10.00
Extra Line Listing	\$1.95	\$10.00
Foreign Listing	\$1.95	\$10.00
Non-Published Listing	\$1.95	\$10.00
Non-Listed Number	\$1.95	\$10.00
Custom Listing	\$6.00	\$10.00

Zone 2

	<u>Monthly Recurring Charge</u>	<u>Non - Recurring Charge</u>
Additional Listing	\$2.85	\$11.85
Cross Reference Listing	\$1.40	\$11.85
Extra Line Listing	\$1.40	\$11.85
Foreign Listing	\$1.40	\$11.85
Non-Listed Number	\$1.05	\$11.85
Non-Published Listing	\$2.25	\$11.85

PBX

	<u>Monthly Recurring Charge</u>	<u>Non - Recurring Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.95	\$10.00
Cross Reference Listing	\$1.95	\$10.00
Extra Line Listing	\$1.95	\$10.00
Foreign Listing	\$1.95	\$10.00
Non-Published Listing	\$1.95	\$10.00
Non-Listed Number	\$1.95	\$10.00
Custom Listing-	\$6.00	\$10.00

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

**4.11 Local Directory Assistance**

\$0.30 per call- Zone 1

\$0.40 per call- Zone 2

**4.12 Directory Assistance Call Completion<sup>1</sup>**

\$0.25 per call- Zone 1

\$0.35 per call - Zone 2

**4.13 Operator Services**

Zone 1 & PBX

	<u>Surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$1.10	\$.1100
Collect	\$1.65	\$.1100
Person to Person	\$3.00	\$.1100
Busy Line Verification w/Interrupt	\$5.00	\$.0000

Zone 2

	<u>Surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$1.00	\$.2200
Collect	\$1.00	\$.2200
Person to Person	\$3.00	\$.2200
Busy Line Verification w/Interrupt	\$1.15	\$.0000

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<sup>1</sup> Provided where facilities permit.



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

**4.14 Presubscription**

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

**ZONE 1**

Pic Change-Interlata First Line	\$5.00 NRC
Each Add'l Line	\$1.50 NRC

**ZONE 2**

PIC Change-INTERLATA Per Line	10.00 NRC
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PIC Change-INTRALATA First Line	\$5.00 NRC
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PIC Change-INTRALATA Each Add'l Line	\$1.50 NRC
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**PBX**

PIC Change	\$10.00 NRC
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**SECTION 4 - PRICE LIST – BUSINESS SERVICES, (CONT'D.)**

**4.15 Service Restoral Charge**

Business Line  
\$17.75 per occurrence

PBX Analog  
\$70.00 per occurrence

**4.16 Service Change Charge**

\$35.00 per occurrence

**4.17 Intercept Service**

When a switching arrangement for an individual customer (a single line or entire hunt group) is discontinued at an end office, an intercept announcement is provided. This arrangement provides, for ninety (90) days, an announcement that the service associated with the number dialed has been disconnected. The non-recurring charge for this service is \$17.75 for the first line and \$13.75 as a monthly recurring charge.

**4.18 Time and Material Charges**

Business Line  
  
\$80.00 for first 15 minutes  
\$20.00 for each add'l 15 minutes

PBX Analog  
  
\$23.00 for first 15 minutes  
\$10.00 each add'l 15 minutes

---

## SECTION 5 - PRICE LIST – LOCAL DIGITAL SERVICE

### 5.1 Local Digital Service Monthly Recurring Charge

ISDN-PRI – Per D Channel	\$100.00
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### 5.2 Local Digital Service Non-Recurring Charge

ISDN-PRI – Per D Channel	\$2500.00
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### 5.3 Optional Features

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

### 5.4 Presubscription

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

### 5.5 Miscellaneous Charges

	Monthly Recurring <u>Charge</u>	Non-Recurring <u>Charge</u>
Foreign Exchange Service (Per T)	\$100.00	\$0.00
Service Change Charge	\$0.00	\$15.00
Directory Listings		
	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Additional Listing	\$1.95	\$10.00
Extra Line Listing	\$1.95	\$10.00
Foreign Listing	\$1.95	\$10.00
Cross Reference Listing	\$1.95	\$10.00
Non-Listed Number	\$1.95	\$10.00
Non-Published Number	\$1.95	\$10.00

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

**5.6 Operator Services**

Zone 1

	<u>Charge</u>
Third Party Billing	\$1.65 plus \$0.11 per minute
Collect	\$3.00 plus \$0.11 per minute
Person to Person	\$3.00 plus \$.011 per minute
Busy Line Verification	\$2.00
Busy Line Verification w/Interrupt	\$5.00

Zone 2

	<u>Charge</u>
Third Party Billing	\$1.00 plus \$0.22 per minute
Collect	\$1.00 plus \$0.22 per minute
Person to Person	\$3.00 plus \$0.22 per minute
Busy Line Verification	\$0.60
Busy Line Verification w/Interrupt	\$1.15

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

**5.8 Local Directory Assistance**

\$0.35 per call

**5.9 Directory Assistance Local Call Completion**

\$0.45 per call<sup>1</sup>

**5.10 Time and Material Charges**

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

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

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<sup>1</sup> Provided where facilities permit.

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## SECTION 6 - SERVICE AREAS

### 6.1 Exchange Service Areas

The Company provides Local Exchange Services, subject to availability of facilities and equipment, in areas currently served by the following Incumbent Local Exchange Carriers:

AT&T Ohio  
Verizon North

The Company concurs in the exchange, rate class, local calling area, and zone designations specified in the Local Exchange Services Tariffs of AT&T Ohio and Verizon North. The Company does not concur in the rates of the ILEC. The Company's rates are set out in this tariff.

---

## SECTION 7 – TRINSIC PRODUCTS

### 7.1. Timing of Calls

Where applicable, the following rate period and timing parameters apply:

- A. Initial Period - The initial period is the length of a call for minimum billing purposes. The initial period varies by rate schedule and is specified in individual product rates sections of this Tariff.
- B. Additional Period - The additional period is the rate element used to bill chargeable time when a call continues beyond the initial period. The additional period starts when the initial period ends. Additional period rates apply to any fraction of the time period for chargeable time beyond the initial period. Additional periods vary by rate schedule and are specified in the individual product rates sections of this Tariff.
- C. Chargeable time for all calls ends when one of the parties disconnects from the call.
- D. Time of day designations are used in this Tariff to indicate rate period boundaries. Rate periods begin at the first time of day designation and continue up to but not including the second time of day designation.

---

## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.1. Timing of Calls, (Cont'd.)

#### 7.1.1 Calculation of Mileage and Rate Bands

For mileage-sensitive schedules, the distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the rate centers as defined by BellCore (Bell Communications Research), in the following manner:

Step 1: Obtain the "V" and "H" coordinates for the rate center or network access point serving the Customer's location and the called/calling station.

Step 2: Obtain the difference between the "V" coordinates. Obtain the difference between the "H" coordinates.

Step 3: Square the differences obtained in Step 2.

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

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

Step 6: Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating locations of the call.

Formula:

$$\sqrt{\frac{(v_1 - v_2)^2 + (h_1 - h_2)^2}{10}}$$



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

**7.2 Basic Services and Rates**

**7.2.1 Call Timing for Usage Sensitive Services**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A.** Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B.** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- C.** Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service

##### A. General

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

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

##### 1. Primary Line

The initial residential local exchange access line per account.

##### 2. Secondary Line

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

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

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

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

### **7.2 Basic Services and Rates, (Cont'd.)**

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

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

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

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

Network Exchange Bundled Service includes the calling features listed below:

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

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

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

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

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

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

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

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

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

### **7.2 Basic Services and Rates, (Cont'd.)**

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

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

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

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

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.

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

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

**B. Member to Member Service**

Member to Member Service is available to all Trinsic Customers of services listed below. 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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**SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)**

**7.2 Basic Services and Rates, (Cont'd.)**

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

**C. TrinsicHome Unlimited**

Package Price for TrinsicHome Unlimited	
	<u>Maximum</u>
Primary Line, per month	\$80.00
Secondary Line, per month	\$60.00
Service Connection Fee, one time charge per line #	
Primary Line	\$150.00

This service is for use by residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, Customer's service may be toll blocked, requested to utilize another Trinsic service or disconnected.

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

- 1.** TrinsicHome Unlimited includes the following:
  - a.** Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in Section 10 of this Tariff. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Unlimited.
  - b.** Local line and unlimited local calling.

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

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

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

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

- c.** 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 a monthly charge.

- d.** Member to Member Service.
- e.** Distinctive Ring Calling Feature at an additional monthly charge



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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### G. TrinsicBUSINESS Simplicity Service

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

##### 1. Outbound Service

##### 2. Feature Packages

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

*\* This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### G. TrinsicBUSINESS Simplicity Service, (Cont'd.)

###### 3. Toll Free Service

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

###### 4. Travel Card Service

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

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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Issued by:

Scott Klopach  
Vice President and General Counsel  
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## **SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)**

### **7.2 Basic Services and Rates, (Cont'd.)**

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

##### **H. Affinity Pricing Plan - Trinsic Discount Program**

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

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: TrinsicHOME Unlimited, TrinsicHOME Select with PVA, TrinsicHOME Basic with PVA and TrinsicLONGDISTANCE 500. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned Tariffed services apply.

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

**I. 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 TrinsicHome Unlimited will not apply to those 3000 minutes per month. All other TrinsicHome Unlimited Service rates and restrictions apply.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### L. Home Connection Unlimited\*

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications.

Customers may choose to handle payment through a commercial credit card arrangement with a Company-approved credit card company. Customers will be able to access call detail and billing records on-line via the company's web site.

1. Home Connection Unlimited includes the following:

- a. Unlimited domestic toll calling. For toll calls placed away from home, see Trinsic Travel Card in Section 10 of this Tariff. Such travel card calls are not include with Home Connection Unlimited
- b. Local line and unlimited local calling.
- c. Member to Member Service.
- d. PVA<sup>1</sup>
- e. Features Package: Call Waiting, Caller ID Deluxe, Three-Way Calling, Speed Calling and Call Forwarding Variable included at no charge on all lines.

2. Additional Features

The following features are available at an additional monthly charge:

Distinctive Ring  
VIP Alert  
Voicemail<sup>1</sup>  
PVA Conferencing

<sup>1</sup> Voicemail is not regulated by the Commission. PVA available only to Customers choosing to subscribe to Voicemail.

*\* This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### M. Home Connection 500\*

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications.

Customers may choose to handle payment through a commercial credit card arrangement with a Company-approved credit card company. Customers will be able to access call detail and billing records on-line via the company's web site.

1. Home Connection 500 includes the following:

- a. A monthly allowance of 500 minutes of domestic toll calling per line. The toll usage allowance applies at the line level and cannot be shared with additional lines on the account. Toll calls will be billed in sixty (60) second increments. Travel card calls are not included in the monthly toll call allowance for Trinsic Home Connection 500.
- b. Local line and unlimited local calling.
- c. Member-to-Member Service.
- d. PVA<sup>1</sup>
- e. Features Package: Call Waiting, Caller ID Deluxe, Three-Way Calling, Speed Calling and Call Forwarding Variable included at no charge on all lines.

2. Additional Features

The following features are available at an additional monthly charge:

Distinctive Ring  
VIP Alert  
Voicemail<sup>1</sup>  
PVA Conferencing

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

\* This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.4 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 cycle and does not apply separately for interstate or intrastate service and cannot be redeemed for cash.

	<u>Maximum</u>
Referral Credit	\$40.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.5 TrinsicBUSINESS A La Carte

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

###### 1. Local Access Line

	<u>Maximum</u>
Local Business Line	
Monthly Rate	\$75.00
Service Connection Fee,	
One-time charge per line <sup>1</sup>	
Per Line:	\$175.00

###### 2. Local Exchange Service

Local exchange service is billed in one (1) minute increments.

	<u>Maximum</u>
Rate Per Minute:	\$0.30

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



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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.5 TrinsicBUSINESS A La Carte, (Cont'd.)**

**B. Toll Service**

**1. Long Distance Service**

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

	<u>Maximum</u>
Rate Per Minute:	\$0.50

**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.

**a. Maximum Rates**

LD Minutes	LD Minutes Pack	
	<u>Monthly Rate</u>	<u>Intrastate Overage</u>
1,000 Long Distance Minutes Pack	\$236.00	\$0.50
5,000 Long Distance Minutes Pack	\$980.00	\$0.50

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.5 TrinsicBUSINESS A La Carte, (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.

	<u>Maximum</u>
Rate per minute:	\$0.50
	<u>Monthly Recurring Charge</u>
Per toll free access line	\$15.00
Toll Free Service Installation	\$80.00
Vanity Toll Free Number Search	\$40.00

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.5 TrinsicBUSINESS A La Carte, (Cont'd.)**

**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.

	<u>Maximum</u>
Rate per minute:	\$0.50

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.5 TrinsicBUSINESS A La Carte, (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.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.5 TrinsicBUSINESS A La Carte, (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.

##### 1. Rates

	<u>Maximum</u>
a. Monthly Rates, per Feature:	\$25.00
b. Monthly Rate, Feature Pack (3 or more features)	\$35.00

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.5 TrinsicBUSINESS A La Carte, (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.

**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 4.5 of this Tariff).

**2. Monthly Recurring Charge**

	<u>Maximum</u>
Per line:	\$35.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.6 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 usage rate. Customers may choose a plan where local usage is per minute or per call. Calling features are available with the local exchange service for an additional monthly recurring charge per feature. Hunting may be added at no additional charge if requested by the Customer at the time of the initial service order.

#### A. Local Exchange Service

##### 1. Local Business Line

The Per Minute and Per Call Options are available in SBC territory only.  
The Flat Rate Option is only available in Verizon territory.

<b>a. Per Minute Option</b>	<u>Maximum</u>
Monthly Rate:	\$45.00
Per Minute Rate	\$0.10
<b>b. Per Call Option</b>	
Monthly Rate:	\$45.00
Rate Per Call	\$0.135
<b>c. Flat Rate Option</b>	
Monthly Rate:	\$75.00
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line:	\$180.00

<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.

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

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

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Three-Way Calling, and Distinctive Ring, as described in Section 7.2.4.F.

	<u>Maximum</u>
Monthly Recurring Charge Per Feature:	\$15.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$35.00

**B. Trinsic Business Plus Toll Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interstate Tariff No. 2.

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

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interstate Tariff No. 2.

**D. Travel Card Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interstate Tariff No. 2.

**E. Business Network Service**

For a full description of the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interstate Tariff No. 2.



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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.6 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.

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.6 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.

**1. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 7.2.6 of this Tariff).

**2. Monthly Recurring Charge**

	<u>Maximum</u>
Per line:	\$40.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates

#### 7.3.1 Service Order and Change Charges

Nonrecurring charges are applicable for the following work functions required to establish exchange service:

##### A. Service Order Charges

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

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

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

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

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

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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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.1 Service Order and Change Charges, (Cont'd.)

##### B. Change Order Charges

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

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

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

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

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

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

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**C. Record Change Charges**

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

**D. Miscellaneous Charges**

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

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**E. Rates**

	Maximums	
	<u>Residence</u>	<u>Business</u>
Service Order Charges		
Primary Service Connection Charge *	\$110.00	\$130.00
Secondary Service Connection Charge *	\$110.00	\$130.00
Transfer of Service Charge, Primary Line	\$110.00	\$130.00
Transfer of Service Charge, Secondary Line	\$110.00	\$130.00
Technician Dispatch Charge	\$110.00	\$130.00
Service Order Charge	N/A	\$150.00
Toll Free Directory Listing	N/A	\$30.00
Change Order Service Charges		
Feature or Feature Pack Change Order	\$50.00	\$55.00
Toll Restriction Fee Order	\$50.00	\$55.00
Telephone Number Change Order	\$50.00	\$55.00
Long Distance Minutes Pack Change Order	\$50.00	\$55.00
Listing Change Charge	\$50.00	\$55.00
Home Edition Change Charge	\$50.00	\$55.00

# Service Connection charges are listed with the rates for each specific service Tariffed.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

	Residence		Business	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
Record Change	\$1.00	\$25.00	\$1.00	\$30.00
Miscellaneous Charges				
Duplicate Invoice	\$1.00	\$25.00	\$1.00	\$25.00
Call Detail Report	\$1.00	\$25.00	\$1.00	\$25.00



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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

**7.3.2 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.

	Residence		Business	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
Restoration after temporary denial, but prior to completion of order to discontinue service	\$17.00	\$65.00	\$17.00	\$65.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.3 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, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard Tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

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

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

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Call:	\$0.15	\$0.60

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.4 Optional Calling Features

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

##### A. Feature Descriptions

**Return Call:** 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:** Allows a Customer to initiate an automatic trace of the last call received. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company. The Customer using Call Trace is required to contact the Company for further action. 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.

**Repeat Dialing:** Permits the Customer to redial automatically the last number dialed.

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**A. Feature Descriptions, (Cont'd.)**

Caller Identification Blocking: Allows the name and number of the calling party to be blocked from being transmitted when placing outbound calls.

Per Call Blocking: 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.

Per Line Blocking: When blocking is established on the line, it can be deactivated by dialing a code before each call. This one call unblock allows the name and/or number to be sent for that one call only. Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. After the first time, customers requesting per line blocking will pay a nonrecurring charge for each line equipped with per line blocking. Per line blocking will be provided free to law enforcement and domestic violence agencies and individual victims of domestic violence upon request.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**B. Maximum Rates**

FEATURE	Residential		Business	
	<u>Minimum</u>	<u>Maximum</u>	<u>Minimum</u>	<u>Maximum</u>
Call Tracing - per successful activation	\$1.25	\$7.00	\$1.25	\$7.00
Repeat Call - per use	\$0.35*	\$1.50*	\$0.35*	\$1.50*
Return Call - per use	\$0.35*	\$1.50*	\$0.35*	\$1.50*
Three Way Calling - per use	\$0.35	\$1.50	\$0.35	\$1.50
Caller Identification Blocking, per call	No charge	\$1.50	No charge	\$1.50
Caller Identification Blocking, per line**				
Nonrecurring charge	\$8.00	\$35.00	\$10.00	\$40.00
Monthly	\$0.00	\$2.00	\$0.00	\$2.00
	<u>Minimum</u>		<u>Maximum</u>	
* Monthly maximum Charge:	\$3.00		\$12.00	

\*\*Per Line Caller Identification Blocking will be provided at no charge to Customers with nonpublished telephone numbers and to qualified social service agencies, law enforcement organizations and their certified employees and volunteers and to customer-owned coin operated telephone (COCOT) customers.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.5 Directory Assistance Services

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. There are no call allowances for Directory Assistance.

##### A. Basic Local Directory Assistance

1. The rates specified apply when Customers request company assistance in determining telephone numbers of services located in the same local service area.
2. A maximum of two (2) requested telephone numbers are allowed per call.
3. Directory assistance calls from the following are not subject to rates and regulations specified above.
  - a. Services furnished to hospitals and skilled nursing homes.
  - b. Services furnished to the handicapped as follows:
    1. Impaired persons
      - I. For purposes of this Tariff, the definition of impaired refers to those persons with communication impairments, including those hearing impaired, deaf, deaf/blind, and speech impaired persons who have an impairment that prevents them from communicating over the telephone without the aid of a telecommunications device for the deaf.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**A. Basic Local Directory Assistance, (Cont'd.)**

**3. (Cont'd.)**

**b. Services furnished to the handicapped as follows, (Cont'd.)**

**1. Impaired persons, (Cont'd.)**

- II.** Residential impaired customers or impaired members of a customers' household, upon written application and upon certification of their impaired status, which is evidenced by either a certificate from a physician, health care official, or state agency, or a diploma from an accredited educational institution for the impaired, may receive a discount off their message toll service rates, and, if they utilize telebraille devices, they may receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by nonprofit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the impaired may receive a discount off their message toll services rates.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**A. Basic Local Directory Assistance, (Cont'd.)**

**3. (Cont'd.)**

**b. Services furnished to the handicapped as follows, (Cont'd.)**

**2. Visual or other physical handicapped**

**I.** One residence service designated by a handicapped person who is unable to use a directory due to a visual or other physical handicap. Such person must make application to the Company for exemption and will be required to provide suitable proof of handicap. Such application shall be established by the following procedures:

A letter to the Company from a professional familiar with the person's visual or physical impairment stating that the person qualifies for the exemption; or

The filling out of a prepared form made available by the Company by a professional familiar with the person's visual or physical impairment.

**II.** Exemption may be extended to one no-residence service, in lieu of a residence service where the handicapped person subscribes only to non-residence service which is located in the residence of said person.



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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**A. Basic Local Directory Assistance, (Cont'd.)**

**3. (Cont'd.)**

**b. Services furnished to the handicapped as follows, (Cont'd.)**

**2. Visual or other physical handicapped, (Cont'd.)**

- III.** In addition to the exemption provided in (1) above, exemption also may be extended to any telephone service used by the handicapped person when he is away from his residence. Such exemption is provided by means of special arrangements which must be made in advance with the Company. This exemption provides for the first 100 calls per month at no charge. Each additional call per month is charged for at the rate set forth in 7.3.7.D.1 following.

**IV.** A visual handicap may be defined as follows:

Visual acuity of 20/60 or worse with best refractive correction with best eye, or

Visual field of 20 degrees or less in diameter.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**B. Directory Assistance Call Completion**

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

In addition to the call completion charge, normal existing directory assistance charges will apply and any toll charges for calls completed to telephone numbers outside of the customer's local calling area will also apply.

Only the second provided directory assisted telephone number will be completed if two Directory Assistance requests are made by the customer during the same call.

Hospitals, skilled nursing homes and handicapped persons as specified in Section 5.7.1.C are not subject to the DACC charge.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.5 Directory Assistance Services, (Cont'd.)

##### C. National Directory Assistance Service

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local calling area or outside the customer's home numbering plan area. Directory Assistance Call Completion is not offered with National Directory Assistance Call Service. The service is available where facilities permit.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two (2) requested telephone numbers are allowed per call.

Where a customer requests operator assistance to place a call to National Directory Assistance, the surcharge as shown in Section 5.8 is applicable in addition to the basic charge.

##### D. PVA Directory Assistance

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

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

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**E. Rates**

For rates, please see Current Price List of this Tariff

**1. Basic Directory Assistance**

Local Directory Assistance

Direct dialed

Via operator

**2. Directory Assistance Call Completion**

Per completed call

**3. National Directory Assistance**

Direct dialed

**4. PVA Directory Assistance**

Per call

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.6 Local Operator Service

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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:

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**A. Local and IntraLATA Per Call Service Charges:**

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card - Automated	\$0.25	\$0.50
Operator Assisted Calling Card	\$0.60	\$1.25
Operator Station Collect	\$0.55	\$1.10
Third Party Billed	\$0.75	\$1.50
Person-to-Person	\$1.50	\$3.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.7 Busy Line Verification and Line 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. Verification and emergency interrupt service is offered where facilities permit.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt 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.

#### A. Rates

	Residence		Business	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
Busy Line Verification, per request	\$0.50	\$5.00	\$0.60	\$5.00
Emergency Interruption	\$0.65	\$10.00	\$0.65	\$10.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.8 Directory Listing Service

##### A. General

1. An alphabetical directory is an alphabetical list of customers, joint users and others for who directory listings are provided. An alphabetical directory may include the listings for one or more exchange areas.
2. There are two groups of listingsB one group of non-residence listings and one group of listings consisting solely of names of individuals.

Non-residence primary listings consisting solely of names of individuals will appear in both groups at not charge.

Non-residence additional listings consisting solely of names of individuals will appear in both groups without charge for the additional appearance.

Special types of additional listings will appear in both groups without charge for the additional appearance under the following conditions:

- a. Alternate listings, provided that they are indented under non-residence primary or regular additional listings that are listings consisting solely of names of individuals; and
- b. all other special types of additional listings, provided that they are listings consisting solely of names of individuals and are indented under non-residence primary or regular additional listings.

Residence primary or additional listings will appear in both groups without charge for the additional appearance, provided that they are indented under non-residence primary or regular additional listings consisting solely of names of individuals.

3. Special prominence or arrangement of names is not permitted nor is the listing of a service, commodity or trade name except when such service, commodity or trade name is a part of the name under which the listed party is doing business.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

- 4.** The Company will refuse a listing which does not constitute a legally authorized or adopted name, or any listing which, in the opinion of the company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is intended for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonable necessary to identify the listed party.
- 5.** The length of any listing is limited by the use of abbreviations, where, in the opinion of the Company, the clearness of the listing and the identification of the listed party is not impaired thereby. Where more than one line is required to properly list the party, no additional charge is made.
- 6.** Listings are regularly provided in connection with exchange service of all classes, grades and types

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**B. Listings**

**1. Primary Listing**

- a.** One listing without charge, termed the primary listing, is provided for each call number in connection with exchange service.
- b.** One primary listing is provided for each joint user.
- c.** The primary listing is ordinarily the name of the customer or joint user, or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
- d.** A dual name listing is comprised of a surname, two first names, an address and telephone number. This listing may be provided as the primary listing associated with residence service for two persons who share the same surname and reside at the same address or for a person known by two first names.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

**2. Additional Listings**

**a. Non-residence Additional Listings**

- 1.** Non-residence additional listings are listings in addition to the primary listing furnished in connection with non-residence service and may be:

Names of partners or members, if the customer or joint user is a partnership

Names of officers, if the customer or joint user is a corporation

Names or representatives or employees of the customer or joint user

Bona fide names of firms which the customer or joint user owns or controls or is duly authorized to represent

Names of partners participating in resale or shared use of the customer's service or equipment

- 2.** Non-residence additional listings are not permitted in connection with residence service.

**b. Residence Additional Listings**

- 1.** Residence additional listings are listings in addition to the primary listing furnished in connection with residence service and may be the names of members of the customer's family or of other persons residing in the customer's household.

- 2.** Residence additional listings are also permitted in connection with non-residence service which is located in a residence and for permanent guests residing in a transient hotel, motel, or club, and tenants in an apartment house or apartment hotel.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

**2. Additional Listings, (Cont'd.)**

**c.** Addresses and Telephone Numbers of Additional Listings  
Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except in the case of alternate listings and listings for systems or services with in-dialing.

**d.** Special Types of Additional Listings

**1. Duplicate Listings**

Duplicate listings(i.e., listings of nicknames, abbreviated names) are permitted when, in the opinion of the Company, they are not desired to secure a preferential position in the directory or for advertising purposes.

**2. Cross-Reference Listings**

**I.** Cross-reference listings cover:

Names which are commonly spelled in more than one way  
Names of formerly existing business which have been superseded by that of the customer  
Rearrangement of names when such rearrangement is not for the purpose of securing a preferential position in the directory or for advertising purposes.

**II.** Cross-reference listings consist of a name, a reference to the primary listing, and, if desired, a telephone number.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

**2. Additional Listings, (Cont'd.)**

**d. Special Types of Additional Listings, (Cont'd.)**

**3. Alternate Listings**

Listings which refer calling persons to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number.

**4. Foreign Listings**

Listings in an alphabetical directory of an exchange other than that in which the listed service is furnished are furnished under the provisions applicable to regular additional listings in the directory

**3. Nonpublished Service**

- a.** Upon receipt of an authorization signed by the customer, in a form satisfactory to the Company, the name of that customer and the telephone number assigned to the service furnished to him will be omitted or deleted from the Company's telephone directories and his telephone number will be omitted or deleted from the Company's information records, subject to the provisions set forth below.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

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

**b.** The Company will endeavor to prevent the disclosure of the telephone number, but shall not be liable should such number be divulged through inadvertence, or under the following circumstances where the number will be disclosed:

- 1.** Where the nonpublished service customer calls the enhanced universal emergency telephone number (i.e., 911) to the extent that the originating telephone number, address and name associated with the originating number are furnished to the 911 service Public Service Answering Points.
- 2.** Where the nonpublished service customer calls the telephone number of a customer subscribing to Caller ID, without using the Caller Identification Blocking as described in Section 5.5 of this Tariff, to the extent that the originating telephone number is displayed on a Caller ID display device.
- 3.** Where the nonpublished service customer is called back by a customer who subscribes to and uses Return Call to return the call to the extent that the originating telephone number is displayed within the call detail section of the Call Return subscriber's billing statement.
- 4.** Where the nonpublished service customer calls another customer, who interprets the phone call as a harassing or threatening call and uses the Call Trace service to have the calling party telephone number and further information referred to the local law enforcement agency.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

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

**4. Nonlisted Service**

Upon receipt of an authorization signed by the customer, in a form satisfactory to the company, nonlisted service will be provided by the Company. With nonlisted service the customer listing is omitted or deleted from the Company's directories, however, these listings are contained in information records and will be furnished upon request of the calling party.

**5. Toll-Free Directory Listing**

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

**6. Straight Line Under Directory Listings**

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

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

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

**C. Rates and Charges**

	Per Month	
	<u>Min.</u>	<u>Max.</u>
Primary Listings	\$0.00	\$0.00
Additional Listings		
Business, each	\$1.15	\$5.00
Residence, each	\$0.45	\$2.00
Nonlisted Service		
Business	\$0.50	\$2.25
Residence	\$0.50	\$2.25
Nonpublished Service		
Business	\$0.50	\$2.25
Residence	\$0.50	\$2.25
Toll-Free Directory Listings	\$0.50	\$30.00
Straight Line Under Listings		
Business	\$0.50	\$10.00
Residence	N/A	N/A
Captions and Subcaptions Listings		
Business	\$0.50	\$10.00
Residence	N/A	N/A

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 7.7.2.A of this Tariff.

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

**7.3 Miscellaneous Services and Rates, (Cont'd.)**

**7.3.9 Intercept Referral Service**

**A. General**

Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers or address. Intercept service is offered for a period of three months. Intercept Referral Extension Service is available to business customers for a maximum of nine months following the initial period of regular intercept referral service. Service is available subject to the availability of facilities. There is no charge for the initial 3 months of service. Extension service is available to business Customers for a maximum of nine months at the rates listed below.

**B. Rates**

<u>Business</u>	<u>Min.</u>	<u>Max.</u>
Subsequent 9 months, per month	\$3.00	\$12.00

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.3 Miscellaneous Services and Rates, (Cont'd.)

#### 7.3.10 Toll Restriction Service

##### B. General

Toll restriction is a service arrangement whereby calls dialed over an individual residence or non-residence exchange service to other than the local service area are restricted and the calling person receives an announcement.

Toll restriction will be provided, where facilities permit, subject to the following:

Toll restriction will not allow 1+, 0+,0-, 10-XXX, 900 service code, or 700 code toll calls.

Toll restricted services will not have dial access to Company operators, except for Directory Assistance.

Toll restriction does not provide restriction of 411 calls, or nonchargeable calls to numbers such as public emergency service 911, or 950 calls. Calls to 800 service will be permitted only from residence service.

Subscribing to toll restriction does not relieve customers of responsibility for calls charged to their telephone number(s).

The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any on toll free number for any purpose.

##### B. Rates \*

	Residence		Business	
	<u>Min.</u>	<u>Max.</u>	<u>Min.</u>	<u>Max.</u>
Nonrecurring charge, per service	\$6.00	\$24.00	\$15.00	\$60.00
Monthly, per service	\$3.00	\$12.00	\$32.00	\$130.00

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

**7.4 Access Services**

**7.4.1 General**

Rates and regulations for the Company's Access Services may be found in the Company's Ohio Tariff No. 6.

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

**7.5 Special Arrangements**

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

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

ICB will be filed with the Docketing Division of the Commission for approval.

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

**7.6 Promotional Offerings**

**7.6.1 Special Promotions**

The Company may, from time to time, offer services in this Tariff at special promotional rates and/or terms. Such promotional arrangements shall be filed with the Commission when so required. All rates and terms contained in this Tariff shall continue to apply unless specifically addressed in the promotional agreements.

**A. Business Plus Long Distance Promotion I**

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

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

**7.6 Promotional Offerings, (Cont'd.)**

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

**B. Trinsic Business Plus Promotion**

Beginning May 1, 2004 and continuing through June 1, 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.

**C. Business Simplicity - Free Months Promotion**

Beginning with the effective date of this filing, (May 1, 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.

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

**7.6 Promotional Offerings, (Cont'd.)**

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

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

New Trinsic Customers who subscribe to TrinsicHOME Unlimited, Select with PVA, Basic with PVA or 1000 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 1, 2004 until January 30, 2005

**E. Trinsic 1000 Introductory Promotion**

Beginning on November 5, 2004 and continuing through December 31, 2004, new Trinsic Customers will be offered Trinsic 1000 at the promotional rate of \$19.99 for the first three (3) months of service. This promotional rate applies to the primary line only. Any secondary lines purchased will be done so at the current Tariffed rate and are not included in this promotion. At the end of each Customer's initial three (3) month service period, the service rate will revert to the Tariffed rate.

**F. Trinsic 1000 Promotion**

From January 1, 2005 through January 31, 2005 new Z-Tel Customers will be offered Trinsic 1000 at the promotional rate of \$19.99 for the first month of service. This promotional rate applies to the primary line only. Any secondary lines purchased will be billed at the current Tariffed rate and are not included in this promotion. At the end of each Customer's first month of service, the service rate will revert to the current Tariffed rate.

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

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

**7.6 Promotional Offerings, (Cont'd.)**

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

**G. Trinsic 1000 at a Discount**

Effective February 1, 2005, new Trinsic Customers who subscribe to Trinsic 1000 service plans will receive a discount on the first month of service. Trinsic 1000 service will be offered at a Monthly Recurring Charge (MRC) of \$19.99 for the first month. Beginning with the second month, the MRC will revert to its Tariffed rate. This promotion cannot be combined with any other offers and is available through May 1, 2005.

**H. Trinsic Complete \$10 Credit Promotion**

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



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

**7.6 Promotional Offerings, (Cont'd.)**

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

**I. Trinsic Complete Nation \$5.00 MRC Discount Market Test**

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

**J. Trinsic Complete for Business 20% Additional Bundle Discount Promotion II**

Beginning April 22, 2005, existing 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. To be eligible, Customers must subscribe to two or more Trinsic Complete for Business bundles. The MRC will not be discounted for the bundle that includes the Customer's primary line. The bundle with the highest MRC is considered to include the Customer's primary line. Existing customers who subscribed to more than one bundle will automatically receive the 20% discount on their second and each additional bundle through March 15, 2006. This discount does not apply to nonrecurring and service connection charges, optional features, or usage charges of any kind (i.e. long distance usage charges, operator services, directory assistance, etc.). This promotion is identical to and is not available in addition to the companion promotion offered under Trinsic's interstate business Tariff and interstate toll Tariffs. This promotion is available for enrollment through March 15, 2006.

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.7 Current Price List

#### 7.7.1 Basic Services and Rates

##### A. Network Exchange Bundled Service

###### 1. TrinsicHome Unlimited

Package Price for TrinsicHome Unlimited	
Primary Line, per month	\$59.68 (I)
Secondary Line, per month	\$32.01 (I)
Service Connection Fee, one time charge per line #	
Primary Line	\$69.99
Secondary Line	\$55.00

This service is for use by residential customers. The company reserves the right to adjust a customer's service upon appropriate customer notification. If it is determined that usage is not consistent with residential voice applications, Customer's service may be toll blocked, requested to utilize another Trinsic service or disconnected.

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

###### a. TrinsicHome Unlimited includes the following

1. Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in the Company's Ohio Interexchange Tariff No. 2. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Unlimited.
2. Local line and unlimited local calling

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

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

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

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

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

- 4.** Member to Member Service.

- 5.** Distinctive Ring:

Monthly Recurring Charge Per Feature: \$3.00

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**4. Member to Member Service**

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

**5. Stand-Alone Local Exchange Service**

Primary Line, per month \$46.56

Service Connection Fee, one time charge per line  
Primary Line \$69.99

**a. Stand-Alone Service includes the following**

- 1. Local exchange access line and unlimited local exchange calling.**

**6. Trinsic Referral Program**

Referral Credit: \$20.00

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**9. TrinsicBUSINESS Simplicity Service**

**a. Outbound Service**

Primary Line, per month	\$49.99
Additional Lines, per month:	\$39.99

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

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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\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

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

**c. Toll Free Service**

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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\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**13. Home Connection Unlimited**

Package Price for Home Connection Unlimited:

Primary Line, per month: \$39.99 **(I)**

Additional Lines, per month: \$39.99 **(I)**

Service Connection Fee, one time charge, per line<sup>1</sup>

Per Primary Line \$69.99

Per Secondary Line: \$55.00

Home Connection Unlimited includes the following:

- a.** Unlimited domestic toll calling. For toll calls placed away from home, see Trinsic Travel Card in Section 10 of this Tariff. Such travel card calls are not included with Home Connection Unlimited
- b.** Local line and unlimited local calling.
- c.** Member to Member Service.
- d.** PVA<sup>2</sup>
- e.** Features Package: Call Waiting, Caller ID Deluxe, Three-Way Calling, Speed Calling and Call Forwarding Variable included at no charge on all lines.

Additional Features

Distinctive Ring: \$3.00/month/line

VIP Alert: \$3.00/month/line

Voicemail<sup>2</sup>: \$2.99/month/line

PVA Conferencing<sup>2</sup> \$0.069/minute/leg

<sup>1</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.

<sup>2</sup> Voicemail is not regulated by the Commission. PVA available only to Customers choosing to subscribe to voicemail.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**14. Home Connection 500**

Package Price for Home Connection 500:

Primary Line, per month: \$36.99 **(I)**

Additional Lines, per month: \$36.99 **(I)**

Service Connection Fee, one time charge, per line<sup>1</sup>

Per Primary Line \$69.99

Per Secondary Line: \$55.00

Home Connection 500 includes the following:

- a.** A monthly allowance of 500 minutes of domestic toll calling per line. The toll usage allowance applies at the line level and cannot be shared with additional lines on the account. Toll calls will be billed in sixty (60) second increments. Travel card calls are not included in the monthly toll call allowance for Home Connection 500.

Toll calls above 500 minute allowance per line

Intrastate rate per minute: \$0.070

<sup>1</sup> Service Connection fee waived for those Customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.



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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**14. Home Connection 500, (Cont'd.)**

- b.** Local line and unlimited local calling.
- c.** Member to Member Service.
- d.** PVA<sup>2</sup>
- e.** Features Package: Call Waiting, Caller ID Deluxe, Three-Way Calling, Speed Calling and Call Forwarding Variable.

Additional Features

Distinctive Ring:	\$3.00/month/line
VIP Alert:	\$3.00/month/line
Voicemail <sup>2</sup> :	\$2.99/month/line
PVA Conferencing	\$0.069/minute/leg

<sup>2</sup> Voicemail is not regulated by the Commission. PVA available only to Customers choosing to subscribe to voicemail.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

**B. TrinsicBUSINESS A La Carte**

**1. Local Exchange Service**

**a. Local Access Line**

Local Business Line

Monthly Rate \$26.99

Service Connection Fee, One-time charge per line <sup>1</sup>  
Per Line \$49.99

**b. Local Exchange Service**

Local exchange service is billed in one (1) minute increments.

Rate Per Minute: \$0.015

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

**B. TrinsicBUSINESS A La Carte, (Cont'd.)**

**2. Toll Service**

Long Distance Service

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

Rate Per Minute: \$0.069

**3. Long Distance Calling Packs**

Minutes above the purchased Calling Pack are billed in six (6) second increments.

<u>LD Minutes</u>	<u>LD Minutes Pack</u>	
	<u>Monthly Rate</u>	<u>Intrastate Overage</u>
1,000 Long Distance Minutes Pack	\$59.00	\$0.059
5,000 Long Distance Minutes Pack	\$245.00	\$0.049

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

**B. TrinsicBUSINESS A La Carte, (Cont'd.)**

**4. Toll Free Service**

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

	<u>Monthly Recurring Charge</u>
Per toll free access line	\$3.00

Toll Free Service Installation \$20.00

Vanity Toll Free Number Search \$9.99

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

**B. TrinsicBUSINESS A La Carte, (Cont'd.)**

**5. 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

**6. Calling Features**

**a. Monthly Rates, per Feature:** \$3.00

**b. Monthly Rate, Feature Pack  
(3 or more features)** \$9.00

**7. 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 7.7.A.7 of this Tariff).

**b. Monthly Recurring Charge**

Per line: \$15.00

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

**C. Trinsic Business Plus Service**

**1. Local Exchange Service**

The Per Minute and Per Call Options are available only in SBC territory.  
The Flat Rate Option is only available in Verizon territory.

**a. Local Business Line**

<b>1.</b>	Per Minute Option	
	Monthly Rate:	\$26.99
	Per Minute Rate	\$0.015
<b>b.</b>	Per Call Option	
	Monthly Rate:	\$26.99
	Rate Per Call	\$0.045
<b>c.</b>	Flat Rate Option	
	Monthly Rate:	\$58.00
	Service Connection Fee, one-time charge per line <sup>1</sup>	
	Per Line:	\$49.99

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

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

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

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

**b. Calling Features**

Monthly Recurring Charge Per Feature:	\$3.00
Monthly Recurring Charge, Feature Pack (3 or more):	\$9.00

**2. Trinsic Business Plus Toll Service**

For a listing of rates for the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interexchange Tariff No. 2.

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

For a listing of rates for the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interexchange Tariff No. 2.

**4. Travel Card Service**

For a listing of rates for the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interexchange Tariff No. 2.

**5. Business Network Service**

For a listing of rates for the long distance portion of Trinsic Business Plus Service please see the Company's Ohio Interexchange Tariff No. 2.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**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 7.7.1.A.8 of this Price List).

**b. Monthly Recurring Charge**

Per line: \$15.00



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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates**

**A. Service Order and Change Charges**

	<u>Residence</u>	<u>Business</u>
Service Order Charges		
Primary Service Connection Charge*	#	#
Secondary Service Connection Charge*	#	#
Transfer of Service Charge, Primary Line	\$69.99	\$49.99
Transfer of Service Charge, Secondary Line	\$55.00	\$49.99
Technician Dispatch Charge	\$69.99	\$130.00
Service Order Charge	N/A	\$ 9.99
Toll Free Directory Listing	N/A	\$10.00
Change Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Home Edition Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00
	<u>Network Wiring Charge</u>	
First 15 min. or fraction thereof	\$25.00	\$25.00
Each add'l. 15 min. or fraction thereof	\$10.00	\$10.00

# Service Connection charges are listed with the rates for each specific service Tariffed.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates, (Cont'd.)**

**B. Return Check Charge**

Per check not honored: \$25.00

**C. Restoration of Service**

Residence  
\$35.00

Business  
\$49.99

**D. Public Telephone Surcharge**

Rate Per Call: \$0.60

**E. Optional Calling Features**

FEATURE	<u>Residential</u>	<u>Business</u>
Call Tracing - per successful activation	\$3.50	\$3.50
Repeat Call, (*66) - per use	\$0.75*	\$0.75*
Return Call, (*69) - per use	\$0.75*	\$0.75*
Three Way Calling - per use	\$0.75*	\$0.75*
Caller Identification Blocking, per call	No charge	No charge
Caller Identification Blocking, per line**		
Nonrecurring charge	\$16.00	\$20.00
Monthly	\$1.00	\$1.00

\* Monthly maximum charge of \$6.00.

\*\*Per Line Caller Identification Blocking will be provided at no charge to qualified social service agencies, law enforcement organizations and their certified employees and volunteers and to customer-owned coin operated telephone (COCOT) customers.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates, (Cont'd.)**

**F. Directory Assistance Services**

	Residential	Business
	<u>Per query</u>	
1. Basic Directory Assistance		
Local Directory Assistance		
Direct dialed	\$0.99	\$0.30
Via operator	\$0.45	\$0.45
2. Directory Assistance Call Completion		
Per completed call	\$0.30	\$0.30
3. National Directory Assistance		
Direct dialed	\$1.25	\$1.25
4. PVA - Directory Assistance	\$0.26	\$0.26

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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates, (Cont'd.)**

**G. Local Operator Service**

Usage Charges

Usage charges will be billed at the rate in effect for the presubscribed service purchased by the Customer.

Local and IntraLATA Per Call Service Charges:

Customer Dialed Calling Card - Automated	\$0.50
Operator Assisted Calling Card	\$1.25
Operator Station Collect	\$1.10
Third Party Billed	\$1.50
Person-to-Person	\$3.00

**H. Busy Line Verification and Line Interrupt Service**

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates, (Cont'd.)**

**I. Directory Listing Service**

	<u>Per Month</u>
Primary Listings	\$0.00
Additional Listings	
Business, each	\$2.00
Residence, each	\$2.20 <b>(I)</b>
Nonlisted Service	
Business	\$2.00
Residence	\$2.00
Nonpublished Service	
Business	\$2.00
Residence	\$2.20 <b>(I)</b>
Toll-Free Directory Listings	
Business	\$15.00
Residence	N/A
Straight Line Under Listings	
Business	\$2.00
Residence	n/a
Captions and Subcaptions Listings	
Business	\$2.00
Residence	n/a

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 7.7.2.A of this Tariff.

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

**7.7 Current Price List, (Cont'd.)**

**7.7.2 Miscellaneous Services and Rates, (Cont'd.)**

**J. Intercept Referral Service**

	<u>Business</u>
Subsequent 9 months, per month	\$6.00

**K. Toll Restriction Service**

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per service	\$12.00	\$24.40
Monthly, per service	\$3.00	\$51.70

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## SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS

### 8.1 Ohio Home Edition - Standard Service \*\*

#### 8.1.1 Ohio Home Edition - Standard Service includes the following:

- A. A monthly allowance of 200 free minutes of interstate and intrastate toll calling. For toll calls placed away from home, see Home Edition Anywhere Travel Card in Section 6 of this Tariff. Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.
- B. Unlimited Local Exchange calling.
- C. 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 a monthly charge.

- D. Standard Service Customers will receive Member to Member service (See Section 7.2.2.C) at no additional charge, included with the Standard Service.

*\*\*This option grandfathered effective June 8, 2002 and is available to existing customers only.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

**8.2 Trinsic Complete Local\*\***

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

Rates and Charges

	<u>Maximum</u>
Per line, per month	\$80.00*
Primary Service Connection Charge, per line	\$150.00
Secondary Service Connection Charge, per line	\$125.00

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

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

**8.3 Trinsic Complete Residential**

**8.3.1 Trinsic Complete Plus\*\***

**A. Description**

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

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

Trinsic Complete Plus includes the following:

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

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

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.3.2 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, 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.3.3 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, 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.3.4 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, 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.3.5 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, 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

**8.4 Trinsic Complete for Business\*\***

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

The optional calling features included in Trinsic Complete for Business are described in Section 5 of this Tariff. Additional features as described in Section 7.3 of this Tariff may be subscribed to separately.

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

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

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, and calls which involve an operator service, including busy line verification, emergency interrupt, person to person or station to station calling and intercept call completion. Toll Free service is also not included. 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 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.

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.

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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.4.1 Trinsic Complete Local for Business \*\***

Trinsic Complete Local for Business includes the following:

- A.** Local Exchange Service with unlimited local calling;
- B.** Custom Calling Features: Call Forwarding-Variable and Line Hunting;
- C.** Discounted Long Distance calling.
- D.** Discounted international calling with International Option.

**8.4.2 Trinsic Complete Nation for Business\*\*#**

Trinsic Complete Nation for Business includes the following:

- A.** Local Exchange Service with unlimited local calling;
- B.** Custom Calling Features: Call Forwarding-Variable and Line Hunting;
- C.** Unlimited direct dial outbound IntraLATA toll, intrastate and interstate long distance calling.
- D.** Discounted international calling with International Option

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

**#** *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*



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**SECTION 8 - TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS, (CONT'D.)**

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

**8.4.3 Trinsic Complete Premium for Business\*\***

Trinsic Complete Premium for Business includes the following:

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

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

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

**D. TrinsicHome Select**

Package Price for TrinsicHome Select

	<u>Maximum</u>
Primary Line, per month	80.00
Secondary Line, per month	60.00
Service Connection Fee, one-time charge per line <sup>#</sup>	
Per Primary Line	150.00
Per Secondary Line	125.00

**1. TrinsicHome Select includes the following:**

- a.** 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 Travel Card Service in Section 10 of this Tariff. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select.

Toll calls within 50 minute allowance	<u>Maximum</u>
Direct Dial Access	\$0.25

Toll calls above 50 minute allowance	<u>Maximum</u>
Direct Dial Access	\$0.25

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

*\*\*This option grandfathered effective October 27, 2003 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.

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

**D. TrinsicHome Select, (Cont'd.)**

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

- c.** 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 a monthly charge.

- d.** Member to Member Service.
- e.** Distinctive Ring Calling Feature at an additional monthly charge

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### E. TrinsicHOME Basic Service with PVA

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

1. Basic Service includes the following:
  - a. Local line and unlimited local calling
  - b. Call Waiting
  - c. Member to Member Service
2. Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.
3. Intrastate long distance may be utilized with this service.
4. Distinctive Ring Calling Feature at an additional monthly charge.

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

# 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.

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

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### F. TrinsicHOME Select with PVA

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

1. Select Service includes the following:
  - a. Local line and unlimited local calling
  - b. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Variable, Call Forwarding Busy No Answer.
  - c. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.
  - d. Member to Member Service
2. Intrastate long distance may be utilized with this service.
3. Distinctive Ring Calling Feature at an additional monthly charge.

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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

**7.2 Basic Services and Rates, (Cont'd.)**

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

**J. TrinsicHOME 1000 Service \***

This service is for use by residential customers.

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

**1. TrinsicHOME 1000 Service includes the following:**

- a.** 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 Service. Such travel card calls are not included in the monthly toll call allowance for TrinsicHOME 1000.
- b.** Local line and unlimited local calling.
- c.** Member to Member Service.
- d.** Caller ID is included and Caller ID with Name may be added for \$3.00 per month.

<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 service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 7 – TRINSIC PRODUCTS, (CONT'D.)

### 7.2 Basic Services and Rates, (Cont'd.)

#### 7.2.2 Network Exchange Bundled Service, (Cont'd.)

##### J. Basic Service WA\*

Basic Service WA provides a basic residential local exchange line with calling features (Caller ID/Caller ID with Name, Call Waiting, Three-Way Calling, Speed Calling and Call Forwarding Variable) for outbound calling. Voice mail may be purchased at an additional charge.<sup>1</sup>

1. Basic Service includes the following:
  - a. Local line and unlimited local calling
  - b. Member-to-Member Service
2. Intrastate long distance may be utilized with this service.
3. Additional Calling Features

Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Call Waiting, Three-Way Calling, Speed Calling and Call Forwarding Variable may be purchased for the Secondary Line at an additional monthly charge.

The following feature is available at an additional monthly recurring charge. Additional features may be added at the Tariffed rates noted in Section 7.3.4 of this Tariff.

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

*\* This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.3 Stand-Alone Local Exchange Service**

**A. General**

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.



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

**7.2 Basic Services and Rates, (Cont'd.)**

**7.2.3 Stand-Alone Local Exchange Service, (Cont'd.)**

**B. Rates**

	<u>Minimum</u>	<u>Maximum</u>
Primary Line, per month	\$30.00	\$120.00
Service Connection Fee, one time charge per line		
Primary Line	\$35.00	\$140.00

**1.** Stand-Alone Service includes the following

Local exchange access line and unlimited local exchange calling.

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.1 Network Exchange Bundled Service

#### 9.1.1 Ohio Home Edition - Standard Service \*\*

Package Price for Ohio Home Edition - Standard Service

Primary Line, per month \$61.90 (I)

Secondary Line, per month \$30.90 (I)

Service Connection Fee, one time charge per line

Primary Line \$69.99

Secondary Line \$55.00

Ohio Home Edition - Standard Service includes the following:

- A. A monthly allowance of 200 free minutes of interstate and intrastate toll calling. For toll calls placed away from home, see Home Edition Anywhere Travel Card. Such travel card calls are not included in the monthly toll call allowance for Home Edition - Standard Service.

Toll calls within 200 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.01 *

\* The charge for Direct Dial Access is waived for all Customers and included as part of the 200 free minute allowance.

Toll calls above 200 minute allowance	<u>Per minute rate</u>
Direct Dial Access	\$0.10

- B. Unlimited Local Exchange calling.

- C. 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.

- D. Standard Service Customers will receive Member to Member service (See Section 7.7.1.A.2) at no additional charge, included with the Standard Service.

- E. Distinctive Ring:  
Monthly Recurring Charge Per Feature: \$3.00

*\*\*This option grandfathered effective June 8, 2002 and is available to existing customers only.*

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

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.2 Trinsic Complete Local\*\*

Per line, per month	\$51.94* (I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

### 9.3 Trinsic Complete Residential

#### 9.3.1 Trinsic Complete Plus\*\*

Trinsic Complete Plus, per month	\$35.94* (I)
Trinsic Complete Plus with International Option, per month	\$38.94* (I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Ohio Tariff No. 2 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.

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.3 Trinsic Complete Residential, (Cont'd.)

#### 9.3.2 Trinsic Complete Nation \*\*

Trinsic Complete Nation, per bundle, per month	\$68.44* (I)
Trinsic Complete Nation with International Option, per bundle, per month	\$71.44* (I)

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 Ohio Tariff No. 2 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.3 Trinsic Complete Residential, (Cont'd.)

#### 9.3.3 Trinsic Complete Nation II\*\*

Trinsic Complete Nation II, per bundle, per month	\$65.94* (I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$68.94* (I)

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 Ohio Tariff No 4 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.3 Trinsic Complete Residential, (Cont'd.)

#### 9.3.4 Trinsic Complete 250\*\*

Trinsic Complete 250, per bundle, per month	\$60.94* (I)
Trinsic Complete 250 with International Option, per bundle, per month	\$63.94* (I)

Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in the Company's Ohio Tariff No. 2 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.3 Trinsic Complete Residential, (Cont'd.)

#### 9.3.5 Trinsic Complete 50\*\*

Trinsic Complete 50, per bundle, per month	\$50.94* (I)
Trinsic Complete 50 with International Option, per bundle, per month	\$53.94* (I)

Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in the Company's Ohio Tariff No. 2 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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Dallas, Texas 75230

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.4 Trinsic Complete for Business

#### 9.4.1 Trinsic Complete Local for Business \*\*

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$43.95*
Rate Group 2-4	N/A

Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$49.90*
Rate Group 2-4	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Ohio Tariff No. 2 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.

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.4 Trinsic Complete for Business, (Cont'd.)

#### 9.4.2 Trinsic Complete Nation for Business\*\*

Trinsic Complete Nation for Business, per bundle, per month

Rate Group 1 \$60.45\*

Rate Group 2-4 N/A

Trinsic Complete Nation for Business with International Option, per bundle, per month

Rate Group 1 \$66.40\*

Rate Group 2-4 N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's Ohio Tariff No. 2 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.4 Trinsic Complete for Business, (Cont'd.)

#### 9.4.3 Trinsic Complete Premium for Business\*\*

Trinsic Complete Premium for Business, per bundle, per month	
Rate Group 1	\$87.95*
Rate Group 2-4	N/A

Trinsic Complete Premium for Business with International Option, per bundle, per month	
Rate Group 1	\$93.90*
Rate Group 2-4	N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's Ohio Tariff No. 2 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.

*This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 9.5 Network Exchange Bundled Service, (Cont'd.)

#### 9.5.1 TrinsicHome Select\*

Package Price for TrinsicHome Select

Primary Line, per month \$37.54 (I)

Secondary Line, per month \$32.01 (I)

Service Connection Fee, one-time charge per line #

Per Primary Line \$69.99

Per Secondary Line \$55.00

#### A. TrinsicHome Select 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. For toll calls placed away from home, see Trinsic Travel Card Service in Section 10 of this Tariff. Such travel card calls are not included in the monthly toll call allowance for TrinsicHome Select

Toll calls within 50 minute allowance

Direct Dial Access \$0.00

Toll calls above 50 minute allowance

Direct Dial Access \$0.07

2. Local line and unlimited local calling.

\*\* *This option grandfathered effective October 27, 2003 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 9 - TRINSIC GRANDFATHERED SERVICES PRICE LIST**

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

**3. TrinsicHome Select, (Cont'd.)**

**a. TrinsicHome Select includes the following, (Cont'd.)**

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

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Forwarding - Remote Activation, 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.** Distinctive Ring:

Monthly Recurring Charge Per Feature: \$3.00

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

---

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**7. TrinsicHOME Basic Service with PVA**

Primary Line, per month	\$25.35 (I)
Secondary Line, per month:	\$26.35 (I)

New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

- a.** Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling, 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
--------------------------	--------

- 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

- d.** Distinctive Ring:

Monthly Recurring Charge Per Feature:	\$3.00
---------------------------------------	--------

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

# 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.

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**8. TrinsicHOME Select with PVA**

Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. Voice mail is included with this service.

Primary Line, per month	\$37.54 <b>(I)</b>
Secondary Line, per month:	\$32.01 <b>(I)</b>
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

**a. Select Service includes the following:**

- 1.** Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Variable, Call Forwarding Busy No Answer.
- 2.** 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.
- 3.** Member to Member

**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. Distinctive Ring:**

Monthly Recurring Charge Per Feature:	\$3.00
---------------------------------------	--------

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**11. TrinsicHOME 1000 Service \***

Package Price for TrinsicHOME 1000

Primary Line, per month	
UNE Zones 1, 2:	\$54.15 (I)
UNE Zone 3:	\$54.15 (I)
Secondary Line, per month	
UNE Zones 1, 2:	\$32.01 (I)
UNE Zone 3:	\$32.01 (I)
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.

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

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

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**11. TrinsicHOME 1000 Service, (Cont'd.)**

**a. TrinsicHOME 1000 Service 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 Service. Such travel card calls are not included in the monthly toll call allowance for TrinsicHOME 1000.

Toll calls above 1000 minute allowance                      \$0.07

- 2.** Local line and unlimited local calling.
- 3.** Member to Member Service.
- 4.** Caller ID is included and Caller ID with Name may be added for \$3.00 per month.



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

**7.7 Current Price List, (Cont'd.)**

**7.7.1 Basic Services and Rates, (Cont'd.)**

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

**12. Basic Service WA**

Primary Line, per month:	\$21.69 (I)
Secondary Line, per month:	\$22.69 (I)

New Service Connection Fee, one-time charge, per line <sup>1</sup> :	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

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

- 1. Local line and unlimited local calling**
- 2. Member-to-Member Service**

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

Direct Dial, per minute:	\$0.07
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**c. Additional Calling Features**

Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Call Waiting, Three-Way Calling, Speed Calling and Call Forwarding Variable may be purchased for the Secondary Line at an additional monthly charge.

Secondary Line Feature Pack:	\$4.95
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The following feature is available at an additional monthly recurring charge. Additional features may be added at the Tariffed rates noted in Section 7.7.2.E of this Price List.

Distinctive Ring, per month:	\$3.00
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<sup>1</sup> Service Connection fee waived for those Customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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*This Ohio tariff No. 6 issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, cancels and replaces in its entirety the Ohio P.U.C. Tariff No. 3 issued by Matrix Telecom, Inc.*

TITLE SHEET

OHIO TELECOMMUNICATIONS TARIFF

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for intrastate interexchange telecommunications services provided by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, with principal offices at 7171 Forest Lane, Suite 700, Dallas, Texas 75230. This Tariff applies for services furnished within the state of Ohio. This Tariff is on file with the Ohio Public Utility Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business or their website at [www.matrixbt.com](http://www.matrixbt.com).

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Vice President and General Counsel  
7171 Forest Lane, Suite 700  
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**CHECK SHEET**

Pages of this Tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original Tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
Title	Original	*	31	Original	*	62	Original	*
1	Original	*	32	Original	*	63	Original	*
2	Original	*	33	Original	*	64	Original	*
3	Original	*	34	Original	*	65	Original	*
4	Original	*	35	Original	*	66	Original	*
5	Original	*	36	Original	*	67	Original	*
6	Original	*	37	Original	*	68	Original	*
7	Original	*	38	Original	*	69	Original	*
8	Original	*	39	Original	*	70	Original	*
9	Original	*	40	Original	*	71	Original	*
10	Original	*	41	Original	*	72	Original	*
11	Original	*	42	Original	*	73	Original	*
12	Original	*	43	Original	*	74	Original	*
13	Original	*	44	Original	*	75	Original	*
14	Original	*	45	Original	*	76	Original	*
15	Original	*	46	Original	*	77	Original	*
16	Original	*	47	Original	*	78	Original	*
17	Original	*	48	Original	*	79	Original	*
18	Original	*	49	Original	*	80	Original	*
19	Original	*	50	Original	*	81	Original	*
20	Original	*	51	Original	*	82	Original	*
21	Original	*	52	Original	*	83	Original	*
22	Original	*	53	Original	*	84	Original	*
23	Original	*	54	Original	*	85	Original	*
24	Original	*	55	Original	*	86	Original	*
25	Original	*	56	Original	*	87	Original	*
26	Original	*	57	Original	*			
27	Original	*	58	Original	*			
28	Original	*	59	Original	*			
29	Original	*	60	Original	*			
30	Original	*	61	Original	*			

\* - indicates those pages included with this filing

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Vice President and General Counsel  
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Dallas, Texas 75230

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### **APPLICABILITY OF TARIFF**

This Tariff contains the description of the services offered, the terms and conditions under which each of the services are provided and all effective rates and charges applicable to the furnishing of interexchange telecommunications services of the Company within the State of Ohio. Only those services, terms and conditions and rates and charges approved by the Ohio Public Utility Commission and contained in this Tariff may be provided to Customers within the State. Filed Tariffs are binding on the Company and no deviation of any kind from the filed Tariff is permitted.

### **ACCESSIBILITY OF TARIFF**

This Tariff is on file with the Ohio Public Utility Commission and the Company's principal place of business:

Matrix Telecom, Inc. d/b/a Matrix Business Technologies  
also d/b/a Trinsic Communications  
7171 Forest Lane, Suite 700  
Dallas, Texas 75230

These Tariffs are available for viewing, during normal business hours, at the Commission or the Company's principal place of business or their website at [www.matrixbt.com](http://www.matrixbt.com). Additionally, copies are available upon request, free of charge, by contacting the Company at 800-282-0242.

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**TABLE OF CONTENTS**

	<u>Page</u> <u>Title</u>
Title Sheet	
Check Sheet	1
Applicability of Tariff	2
Accessibility of Tariff	2
Table of Contents	3
Alphabetical Index	4
Symbols	5
Tariff Format	6
Section 1 - Technical Terms and Abbreviations	7
Section 2 - Rules and Regulations	8
Section 3 - Description of Service	21
Section 4 - Rates	34
Section 5 - Trinsic Products	48
Section 6 - Trinsic Grandfathered Services Descriptions	60
Section 7 - Trinsic Grandfathered Services Rates	61
Section 8 - Services and Rates Offered to Former Touch One Customers	68

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**ALPHABETICAL INDEX**

	<u>Section</u>
Audio Conferencing Rates	4.4
Billing and Charges	2.10
Calculation of Distance	3.2
Calling Card Services Rates	4.2
Cancellation or Discontinuance of Service	2.5
Customer Complaints and/or Billing Disputes	2.11
Customized Pricing Arrangements ("CPAs")	3.6
Deposits	2.8
Description of Service	3
Directory Assistance	4.5
Employee Concessions	4.12
Finance Charge and Late Fee	4.9
Individual Case Basis ("ICB") Offerings	3.5
Interruption of Service	2.6
Liability of the Company	2.3
Local Exchange Carrier Billing Fee	4.13
Minimum Call Completion Rate	3.3
"1 Plus" Long Distance Services Rates	4.1
Payphone Use Surcharge	4.8
Rates	4
Reconnection Charge	4.11
Reseller/Rebiller Certification	2.12
Responsibilities of the Customer or Subscriber	2.4
Restoration of Service	2.7
Return Check Charges	4.10
Rules and Regulations	2
Service Offerings	3.4
Special Promotional Offerings	3.7
Special Rates	4.6
Taxes	2.9
Technical Terms and Abbreviations	1
Time of Day Rate Periods	4.7
Timing of Calls	3.1
Toll Free Services	4.3
Undertaking of Matrix Telecom, Inc.	2.1
Use and Limitations of Services	2.2

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### **SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- (D)** - means delete or discontinue
- (I)** - means change resulting in an increase to a Customer's bill
- (M)** - means moved from another Tariff location
- (N)** - means new
- (R)** - means change resulting in a reduction to a Customer's bill
- (T)** - means change in text or regulation but no change in rate or charge

In addition to symbols for changes, each provision or rate element changed will contain a vertical line which will clearly show the exact number of lines being changed.

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## TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the Tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the OPUC. For example, the 4th revised Sheet 14 cancels the third revised Sheet 14. Because of various suspension periods, deferrals, etc. the OPUC follows in their Tariff approval process, the most current sheet number on file with the Commission is not always the Tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a Tariff filing is made with the OPUC, an updated check sheet accompanies the Tariff filing. The check sheet lists the sheets contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The Tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the OPUC.



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## **SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the Customer's location to a Matrix Telecom, Inc. network switching center.

**Authorization Code** - A numerical code, one or more of which are available to a Customer to enable him/her to access the carrier, and which are used by the carrier both to prevent unauthorized access to its facilities and to identify the Customer for billing purposes.

**Commission** – Ohio Public Utility Commission.

**Company, Carrier or Matrix** – Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications.

**Customer** - The person, firm, corporation or other entity which orders service and is responsible for payment of charges due and compliance with the Company's Tariff regulations.

**Day** - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

**Evening** - From 5:00 PM up to but not including 11:00 PM local time Sunday through Friday.

**Night/Weekend** - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday.

**InterLATA Toll Call** - Any call terminating beyond the LATA of the originating caller.

**IntraLATA Toll Call** - Calls terminating within the LATA of the originating caller.

**Telecommunications** – The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

**Underlying Carrier** – The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

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## **SECTION 2 - RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

This Tariff contains the regulations and rates applicable to intrastate and intraLATA resale telecommunications services provided by Matrix for telecommunications between points within the State of Ohio. Resale services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided on a statewide basis and are not intended to be limited geographically. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this Tariff. Customers interested in the company's services shall file a service application with the Company which fully identifies the Customer, the services requested and other information requested by the Company. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to a service provided by the Company. The Customer shall be responsible for all charges due for such service arrangement. The Company does not own any switching, transmission or other physical facilities in Ohio.

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## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.1 Undertaking of the Company, (Cont'd.)

- 2.1.1 The services provided by Matrix are not part of a joint undertaking with any other entity providing telecommunications channels, facilities, or services, but may involve the resale of the Message Toll Services (MTS) and Wide Area Telecommunications Services (WATS) of underlying common carriers subject to the jurisdiction of this Commission.
- 2.1.2 The rates and regulations contained in this Tariff apply only to the resale services furnished by Matrix and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carriers for use in accessing the services of Matrix.
- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control, including, without limitation: lack of satellite or other transmission medium capacity; the revision, alteration or repricing of the Underlying Carrier's Tariffed offerings; or when the use of service becomes or is in violation of the law or a provision of this Tariff.
- 2.1.4 The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

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

**2.2. Use and Limitations of Services**

- 2.2.1** Matrix's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section 2.2.
- 2.2.2** The use of Matrix's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3** The use of Matrix's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4** Matrix does not transmit messages, but the services may be used for that purpose.
- 2.2.5** Matrix's services may be denied for nonpayment of charges or for other violations of this Tariff subject to Section 2.5 herein.
- 2.2.6** Customers shall not use the service provided under this Tariff for any unlawful purpose.
- 2.2.7** The Customer is responsible for notifying the Company immediately of any unauthorized use of services.
- 2.2.8** All facilities provided under this Tariff are directly controlled by Matrix Telecom, Inc. and the Customer may not transfer or assign the use of the service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.9** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transfers.

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## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.3 Liability of the Company

- 2.3.1** The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff, if caused by an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.3.2** The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.3.4** No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.3.5** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults in transmission occur. No other liability in any event shall attach to the Company, except as ordered by the Commission.

---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.3 Liability of the Company, (Cont'd.)

- 2.3.6** The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity for any personal injury to, or death of, any person or persons, and for any loss, damage, defacement or destruction of the premises of any Customer or any other entity of any other property whether owned or controlled by the Customer or others.
- 2.3.7** The Company shall not be liable for any indirect, special, incidental, or consequential damages under this Tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.
- 2.3.8** The remedies set forth herein are exclusive and in lieu of all other warranties and remedies, whether express or implied, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
- 2.3.9** Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a courts responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.4 Responsibilities of the Customer or Subscriber

- 2.4.1** The Customer is responsible for placing any necessary orders, for complying with Tariff regulations, and for assuring that users comply with Tariff regulations. The Customer shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Customer to authorized users.
- 2.4.2** The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by Matrix on the Customer's behalf.
- 2.4.3** If required for the provision of Matrix services, the Customer must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
- 2.4.4** The Customer is responsible for arranging access to its premises at times mutually agreeable to the Company and the Customer when required for the Company personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of Matrix's services.
- 2.4.5** The Customer shall ensure that its equipment and/or system is properly interfaced with Matrix facilities or services, that the signals emitted into the Matrix network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer in compliance with the criteria set forth in this Tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Matrix will permit such equipment to be connected with its channels without the use of protective interface devices.

If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to Matrix equipment, personnel, or the quality of service to other Customers, Matrix may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, Matrix may, upon written notice, terminate the Customer's service.

---

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

**2.4 Responsibilities of the Customer or Subscriber, (Cont'd.)**

- 2.4.6** The Customer must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by negligence or willful act of the Customer, users, or others, by improper use of the services, or by use of equipment provided by the Customer, users, or others.
- 2.4.7** The Customer must pay for the loss through theft of any Matrix equipment installed at Customer's premises.
- 2.4.8** The Customer or authorized user is responsible for compliance with the applicable regulations set forth in this Tariff.
- 2.4.9** The Customer or authorized user is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.



---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.5 Cancellation or Discontinuance of Services

**2.5.1** When service to an end-user is disconnected for nonpayment of a bill for service after service has been suspended or failure to make a security deposit after a reasonable time, the Company shall give a least ten (10) days written notice to the end-user of the Company's intent to discontinue service. Notice shall be mailed by the Company to the end-user's address. Notice will be deemed given to the end-user three (3) days after mailing by the Company.

Notices of Disconnection or Notices of Suspension shall contain the following information:

- A.** The words "NOTICE OF DISCONNECTION" or "NOTICE OF SUSPENSION" or words with the same meaning, in print type larger than the print type of the notice text.
- B.** Name, address, and telephone number of customer.
- C.** Statement of reason for proposed disconnection or suspension of service.
- D.** The date on or after which service will be disconnected or suspended unless appropriate action is taken.
- E.** The telephone number of the company where the customer may make an inquiry.
- F.** Charges and procedures for reconnection or approved charges and procedures to avoid suspension.
- G.** The address and telephone number of the Commission's Consumer Services Division in print size, which is smaller than the print size, used for the Company's telephone number.

---

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

**2.5 Cancellation of Discontinuance of Services, (Cont'd.)**

**2.5.1 (Cont'd.)**

- H.** A statement that the end-user must contact the Company regarding the disconnection or suspension, prior to contacting the Commission's Consumer Services Division.
- I.** Notice of suspension of service relating to past-due amounts shall inform the end-user that the total amount due may include charges for non-deniable and/or not regulated services, which would not cause interruption of local service. The notice must indicate a toll-free telephone number of a service center where questions can be referred and payment arrangements made.

**2.5.2** Without incurring liability, Matrix may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with Tariff regulations and the proper installation and operation of Customer and Company's equipment and services and may continue such interruption until any items of non-compliance or improper equipment operation so identified are rectified.

**2.5.3** Service may be discontinued by Matrix, without notice to the Customer, by blocking traffic to certain countries, cities or NXX exchanges, or by blocking calls using a call screening method which generates a network message not allowing calls to complete, when Matrix deems it necessary to take such action to prevent unlawful use of its service. Matrix will restore service as soon as it can be provided without undue risk.

**2.5.4** The Customer may terminate service upon verbal or written notice for the Company's standard month to month contract. Customer will be liable for all usage on any of the Company's service offerings until the Customer actually leaves the service. Customers will continue to have Company usage and be responsible for payment until the Customer or its agent notifies its local exchange carrier and changes its long distance carrier.

---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.6 Interruption of Service

- 2.6.1** Credit allowance for the interruption of service which is not due to the Company's testing, inspecting, or adjusting, of equipment; or to the failure of channels or equipment provided by the Customer; or to the Company's blocking of services to certain locations; and that is not caused by the Customer, is subject to the general liability provisions set forth in 2.3 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, or is not in wiring or equipment, if any, furnished by the Customer and connected to the Company's facilities.
- 2.6.2** No credit is allowed in the event that service must be interrupted for less than two hours in order to provide routine service quality or related investigations.
- 2.6.3** Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.
- 2.6.4** Credit for interruption shall commence after the Customer notifies the Company of the interruption or when the Company becomes aware thereof, and ceases when service has been restored.
- 2.6.5** For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.6.6** No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.6.7** The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

#### CREDIT FORMULA:

Credit =  $(A \times B) / 720$

"A" - outage time in hours

"B" - total monthly charge for affected facility

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## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.7 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in part 64, Subpart D of the Rules and Regulations of the Federal Communications Commission

### 2.8 Deposits

The Company does not require a deposit from the Customer.

### 2.9 Taxes

All federal, state and local taxes, assessments, surcharges, or fees (i.e., gross receipts tax, sales tax, use tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

### 2.10 Billing and Charges

**2.10.1** Customers may be billed directly by Matrix or by the local exchange carrier on behalf of Matrix. Billing will be payable upon receipt and will be considered past due if not paid within 15 days.

**2.10.2** The Customer is responsible for payment of all charges for services furnished to the Customer, as well as to all persons using the Customer's codes, exchange lines, facilities, or equipment, with or without the knowledge or consent of the Customer. The security of the Customer's Authorization Codes, subscribed exchange lines, and direct connect facilities is the responsibility of the Customer. All calls placed using direct connect facilities, subscribed exchange lines, or Authorization Codes will be billed to and must be paid by the Customer. Recurring charges and non-recurring charges are billed in advance. Charges based on actual usage during a month and any accrued interest will be billed monthly in arrears.

---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.11 Customer Complaints and/or Billing Disputes

**2.11.1** Customers may contact Matrix's representatives 24 hours a day, 7 days a week at (800) 282-0242, or by writing to Matrix Telecom, Inc., Customer Service Division, P.O. Box 272375, Oklahoma City, OK 73137. You may also contact Matrix's representatives at [custserv@matrixvalue.com](mailto:custserv@matrixvalue.com).

**2.11.2** Any objection to billed charges should be reported promptly to Matrix. Adjustments to Customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. A Customer who is unable to resolve a billing dispute with the Company may contact the Commission to intervene in the billing dispute.

**2.11.3** In the event the disputed charges are not resolved, the Company shall inform the Customer that the Customer may utilize the complaint procedures of the Commission's Consumer Services Division. The Company shall provide the Customer with the following information:

Ohio Public Utility Commission  
Attn: IAD  
180 E Broad St.  
Columbus, OH 43215-3793  
(800) 686-7826

The Company must provide notice to affected end-users of any increased rate of a noncompetitive service at least twenty (20) DAYS PRIOR TO IMPLEMENTATION OF SAID INCREASE. Customer Notice of a rate increase shall comply with applicable commission requirements.

The Company shall provide notice to affected residential customers of any increased rate for a service determined to be competitive, prior to or concurrent with the effective rate increase. Customer Notice of a rate increase shall comply with applicable commission requirements.

---

## SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

### 2.12 Reseller/Rebiller Certification

Any Customer that resells or rebills the Matrix services set forth in this Tariff must possess all certifications and authorizations required by the Ohio Public Utility Commission and all other pertinent authorities.

### 2.13 Prorating

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

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

---

### SECTION 3 - DESCRIPTION OF SERVICE

#### 3.1 Timing of Calls

- 3.1.1** The Customer's long distance usage charge is based on the actual usage of Matrix Telecom, Inc.'s network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when either the called or calling party hangs up. There will be no charges for incomplete calls.
- 3.1.2** The minimum call duration and initial billing period is 60 seconds for all intrastate direct dialed calls unless otherwise specified by this Tariff. Any additional period is measured and rounded to the next higher 60 second increment unless otherwise specified by this Tariff.

---

### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4

**Formula:**

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

EXAMPLE: Distance between Miami and New York City -

VH

Miami	8,351	529
New York	<u>4,997</u>	<u>1,406</u>
Difference	3,354	-879
Square and add:	11,249,316 + 772,641	' 12,021,196
Divide by 10 and round:	12,021,597 / 10	' 1,202,195.70 ' 1,202,196
Take square root and round:	1,202,196	' 1,096.4 ' 1,097 miles



---

### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.3 Minimum Call Completion Rate

A Customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 95% during peak use periods for all services ("1+" dialing).

#### 3.4 Service Offerings

##### 3.4.1 "1 Plus" Long Distance Service

"1 Plus" Long Distance Service – Is a switched and/or dedicated access service, offering users outbound "1 plus" long distance telecommunications services from points originating and terminating within the state of Ohio.

##### A. M80 – Matrix Elite

This is a switched access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 60-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers on this plan are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

##### B. M81 – Matrix Premium

This is a switched access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 60-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers on this plan are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

---

**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Service Offerings, (Cont'd.)**

**3.4.1 "1 Plus" Long Distance Service, (Cont'd.)**

**C. M82 – Matrix Platinum**

This is a switched access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers on this plan are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

**D. M83 – Matrix Gold**

This is a switched access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers on this plan are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

---

### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.4 Service Offerings, (Cont'd.)

##### 3.4.1 "1 Plus" Long Distance Service, (Cont'd.)

###### E. M84 – Matrix Silver

This is a switched service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

###### F. M85 – Matrix Value

This is a switched service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers are subject to a monthly Carrier Access Fee pursuant to the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

###### G. M90 – Matrix Today

This is a switched service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 6-second increment for inbound calls and 60-second initial, and additional periods rounded to the next higher 60-second increments for outbound calls. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. A Carrier Access Fee applies to this product as set forth in the Rates section of this Tariff.

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.4 Service Offerings, (Cont'd.)

##### 3.4.1 "1 Plus" Long Distance Service, (Cont'd.)

###### H. M91 – Matrix Savings

This is a switched access service plan which his plan enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 30-second initial billing period with additional periods rounded to the next higher 6-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. This plan offers its Customers a calling card service. Calling card calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 60-second increment. Calling Card calls are subject to a per call surcharge as set forth in the Rates section of this Tariff. Customers are also offered a toll-free service with this plan. Toll-free calls are rated on the basis of a 30-second initial billing period with additional periods rounded to the next higher 6-second increment. A monthly recurring fee applies to this product as set forth in the Rates section of this Tariff. Calling card and toll-free calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill.

###### I. ML0 – Matrix Home Base 0

This is a switched and/or dedicated access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 30-second initial billing period with additional periods rounded to the next higher 6-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Service Offerings, (Cont'd.)**

**3.4.1 "1 Plus" Long Distance Service, (Cont'd.)**

**J. ML1 – Matrix Home Base 1**

This is a switched and/or dedicated access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 18-second initial billing period with additional periods rounded to the next higher 6-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

**K. ML3 – Matrix Home Base 3**

This is a switched and/or dedicated access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 6-second initial billing period with additional periods rounded to the next higher 6-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. There are no monthly minimums or sign-up fees associated with this product.

**L. ML6 – Matrix Home Base 6**

This is a switched and/or dedicated access service plan which enables Customers to call stations of any domestic phone system. Calls are rated on the basis of a 6-second initial billing period with additional periods rounded to the next higher 6-second increment. Service is accessed by designating Matrix as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this Tariff. Customers on this plan are subject to a monthly minimum fee pursuant to the Rates section of this Tariff. There are no sign-up fees associated with this product.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Service Offerings, (Cont'd.)**

**3.4.2 Calling Card Service**

Matrix Calling Card Service permits the caller to charge a principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch tone phone in the U.S. by dialing a toll free number and entering a personal identification code followed by the desired telephone number. Calling Card calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 60 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. Calling Card calls are subject to a per call surcharge as set forth in the Rates section of this Tariff.

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.4 Service Offerings, (Cont'd.)

##### 3.4.3 Toll Free Service

Toll Free Service – Is a switched and/or dedicated access service, offering users inbound, toll free long distance telecommunications services from points originating and terminating within the state of Ohio.

##### A. Matrix Toll Free Services

This is a switched access service plan which enables the caller to contact the Customer toll free, through the use of an assigned toll free number. Calls are rated on the basis of a 60-second initial billing period with additional periods rounded to the next higher 60 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly recurring fees, minimums or sign-up charges associated with this product.

##### B. ML0 – Matrix Home Base 0

This is a switched and/or dedicated access service plan which enables the caller to contact the Customer toll free, through the use of an assigned toll free number. Calls are rated on the basis of a 30-second initial billing period with additional periods rounded to the next higher 6 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly recurring fees, minimums or sign-up charges associated with this product.

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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Service Offerings, (Cont'd.)**

**3.4.3 Toll Free Service, (Cont'd.)**

**C. ML1 – Matrix Home Base 1**

This is a switched and/or dedicated access service plan which enables the caller to contact the Customer toll free, through the use of an assigned toll free number. Calls are rated on the basis of a 18-second initial billing period with additional periods rounded to the next higher 6 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly recurring fees, minimums or sign-up charges associated with this product.

**D. ML3 – Matrix Home Base 3**

This is a switched and/or dedicated access service plan which enables the caller to contact the Customer toll free, through the use of an assigned toll free number. Calls are rated on the basis of a 6-second initial billing period with additional periods rounded to the next higher 6 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly recurring fees, minimums or sign-up charges associated with this product.

**E. ML6 – Matrix Home Base 6**

This is a switched and/or dedicated access service plan which enables the caller to contact the Customer toll free, through the use of an assigned toll free number. Calls are rated on the basis of a 6-second initial billing period with additional periods rounded to the next higher 6 second increment. Calls are billed in accordance with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. Customers on this plan are subject to a monthly minimum fee pursuant to the Rates section of this Tariff. There are no sign-up charges associated with this product.



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**SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

**3.4 Service Offerings, (Cont'd.)**

**3.4.4 Audio Conferencing Service**

**A. 1+ Meet-Me**

This Plan enables an attendee on a conference call to dial directly into a bridge from a given telephone number. After entering the proper pass code, they are automatically placed into the conference without ever having to speak to an operator. Calls are billed in full minute increments with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly fees, minimums or sign-up fees associated with this rate plan.

**B. Toll Free Meet-Me**

This plan enables an attendee on a conference call to dial directly into the bridge from a given toll free number. After entering the proper pass code, they are automatically placed into the conference without ever speaking to an operator. Calls are billed in full minute increments with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly fees, minimums or sign-up fees associated with this rate plan.

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### **SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**

#### **3.4 Service Offerings, (Cont'd.)**

##### **3.4.4 Audio Conferencing Service, (Cont'd.)**

###### **C. Attended 1+ Local Meet-Me**

This plan enables an attendee on a conference call to dial a given telephone number. After dialing the given number the attendee is greeted by an operator and placed into the conference. Calls are billed in full minute increments with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly fees, minimums or sign-up fees associated with this rate plan.

###### **D. Attended Toll Free Meet-Me**

This plan enables an attendee on a conference call to dial a given toll free number (800, 888 or 877). After dialing the given number, the attendee is greeted by an operator and placed into the conference. Calls are billed in full minute increments with the rates set forth in the Rates section of this Tariff and appear on the Customer's monthly long distance bill. There are no monthly fees, minimums or sign-up fees associated with this rate plan.

#### **3.5 Individual Case Basis ("ICB") Offerings**

The Tariff may not specify the price of a service in the Tariff as ICB. The Company may or may not have an equivalent service in its Tariff on file with the Commission, and the quoted ICB rates may be different than the Tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All Customers have non-discriminatory access to requesting the service under the ICB rate.

#### **3.6 Customized Pricing Arrangements ("CPA") Offerings**

The Company may offer CPAs to eligible customers. Each CPA is customized to meet the specific needs of a customer. Rates quoted are different from the Tariffed rates. CPA rates must be provided under contract filed (can be under seal) with the Commission.

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### SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

#### 3.7 Special Promotional Offerings

- 3.7.1 Promotional offerings are intended to be limited-duration programs, not to exceed three hundred sixty-five (365) consecutive days, that are beneficial to the targeted and/or qualified customers. Promotional offerings are not intended to replace the reseller's obligation to seek approval of permanent rates and charges.
- 3.7.2 Resellers may, during promotional periods, offer customers special rate incentives. The reseller shall notify the Director of the Public Utility Division, by letter, specifying the service(s) offered, terms of the promotion, location, and dates of each promotion period.
- 3.7.3 Promotional offerings of services that have been determined to be competitive shall become effective on the date specified in the Notice to the Director of the Public Utility Division, which may be dated no earlier than the date the Notice is provided to the Director of the Public Utility Division.
- 3.7.4 Notification of a promotional offering regarding a non-competitive service shall be provided fifteen (15) days prior to the initial offering of the campaign.
- 3.7.5 Any promotional offering of a non-competitive service found not to be in the best interest of the targeted and/or qualified customer(s) will be rejected by the Director of the Public Utility Division and returned to the reseller with a brief explanation of the reason for the rejection. Notice of the rejection will be sent to the applicant within fifteen (15) days after the Commission's receipt of the notification letter.
- 3.7.6 Promotions may be repeated, provided the initial promotion and extension do not exceed three hundred sixty-five (365) consecutive days in length. If the promotion has been offered for three hundred sixty-five (365) consecutive days, then the same promotion cannot be offered for one hundred eighty (180) days from the date the promotion ended.

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## SECTION 4 - RATES

### 4.1 “1 Plus” Long Distance Services Rates

#### 4.1.1 M80 – Matrix Elite Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.2 M81 – Matrix Premium Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

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## SECTION 4 – RATES, (CONT'D.)

### 4.1 “1 Plus” Long Distance Services Rates, (Cont’d.)

#### 4.1.3 M82 – Matrix Platinum Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.4 M83 – Matrix Gold Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

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## SECTION 4 – RATES, (CONT'D.)

### 4.1 “1 Plus” Long Distance Services Rates, (Cont'd.)

#### 4.1.5 M84 – Matrix Silver Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.6 M85 – Matrix Value Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

A Carrier Access Fee in the amount of \$3.84 per month applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

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## SECTION 4 – RATES, (CONT'D.)

### 4.1 “1 Plus” Long Distance Services Rates, (Cont’d.)

#### 4.1.7 M90 – Matrix Today Rates and Charges

Charges are billed on the basis of 60-second initial, and additional 6-second increments for inbound calls and 60-second initial, and additional 60-second increments for outbound calls. Intrastate calls are charged at a switched access rate of \$0.1150 per minute, 24 hours a day, seven days a week.

A monthly recurring fee in the amount of \$3.84 applies to this rate plan.

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.8 M91 – Matrix Savings Rates and Charges

Charges are billed on the basis of 30-second initial, and additional 6-second increments. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week.

Calling cards are made available to Customers on this rate plan. Calling card calls are billed in full minute increments. Intrastate and IntraLATA calls are charged at a rate of \$0.15 per minute, 24 hours a day, seven days a week up to \$20.00. These per minute charges are not billed to the Customer but are free of charge under this plan. The Customer will be billed, however, for a surcharge in the amount of \$0.10 per call. The Customer will be billed for these charges.

Toll-free service is made available to Customers on this rate plan. Toll-free calls are rated on the basis of a 30-second initial billing period with additional periods rounded to the next higher 6-second increment. Intrastate calls are charged at a switched access rate of \$0.0990 per minute, 24 hours a day, seven days a week. There is a monthly recurring fee in the amount of \$1.95 that applies to this service.

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## SECTION 4 – RATES, (CONT'D.)

### 4.1 “1 Plus” Long Distance Services Rates, (Cont’d.)

#### 4.1.9 ML0 – Matrix Home Base 0 Rates and Charges

Charges are billed in 30-second initial period with 6-second increments. Intrastate calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly minimums or sign-up fees.

Calling Cards and Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.10 ML1 – Matrix Home Base 1 Rates and Charges

Charges are billed in 18-second initial period with 6-second increments. Intrastate and intraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly minimums or sign-up fees.

Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.



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## SECTION 4 – RATES, (CONT'D.)

### 4.1 “1 Plus” Long Distance Services Rates, (Cont’d.)

#### 4.1.11 ML3 – Matrix Home Base 3 Rates and Charges

Charges are billed in 6-second initial period with 6-second increments. Intrastate calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly minimums or sign-up fees.

Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

#### 4.1.12 ML6 – Matrix Home Base 6 Rates and Charges

Charges are billed in 6-second initial period with 6-second increments. IntraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

A monthly minimum fee in the amount of \$9.95 per month applies to this rate plan.

There are no sign-up fees.

Toll-Free Services are available under this rate plan. Rates for these services are as set forth hereinbelow.

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## **SECTION 4 – RATES, (CONT'D.)**

### **4.2 Calling Card Service Rates**

#### **4.2.1 Dime—Anytime! Calling Card Rates and Charges**

Charges are billed in full minute increments. Intrastate calls are charged at a rate of \$0.15 per minute, 24 hours a day, seven days a week.

A Surcharge in the amount of \$0.10 per call applies to this rate plan.

#### **4.2.2 Matrix Calling Card Rates and Charges**

Charges are billed in full minute increments. Intrastate and IntraLATA calls are charged at a rate of \$0.19 per minute, 24 hours a day, seven days a week.

A Surcharge in the amount of \$0.35 per call applies to this rate plan.

No monthly minimum billing or recurring fee.

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## SECTION 4 – RATES, (CONT'D.)

### 4.3 Toll Free Service Rates

#### 4.3.1 Matrix Toll Free Rates and Charges

Charges are billed in full minute increments. Intrastate calls are charged at a switched access rate of \$0.099 per minute, 24 hours a day, seven days a week.

There are no monthly fees, minimums or sign-up fees associated with this Rate Plan.

#### 4.3.2 ML0 – Matrix Home Base 0 Rates and Charges

Charges are billed in 30-second initial period with 6-second increments. Intrastate and IntraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

#### 4.3.3 ML1 – Matrix Home Base 1 Rates and Charges

Charges are billed in 18-second initial period with 6-second increments. Intrastate and IntraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

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## SECTION 4 – RATES, (CONT'D.)

### 4.3 Toll Free Service Rates, (Cont'd.)

#### 4.3.4 ML3 – Matrix Home Base 3 Rates and Charges

Charges are billed in 6-second initial period with 6-second increments. Intrastate and IntraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

#### 4.3.5 ML6 – Matrix Home Base 6 Rates and Charges

Charges are billed in 6-second initial period with 6-second increments. Intrastate and IntraLATA calls are charged at the following rates, 24 hours a day, seven days a week.

Switched	\$0.140 per minute
Dedicated	\$0.089 per minute

A monthly minimum fee in the amount of \$9.95 per month applies to this rate plan

There are no sign-up fees associated with this rate plan.

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**SECTION 4 – RATES, (CONT'D.)**

**4.4 Audio Conferencing Rates**

**4.4.1 1+ Meet-Me Rates and Charges**

Charges are billed in full minute increments at a rate of \$0.16 per minute.

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

**4.4.2 Toll Free Meet-Me Rates and Charges**

Charges are billed in full minute increments at a rate of \$0.25 per minute.

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

**4.4.3 Attended 1+ Local Meet-Me Rates and Charges**

Charges are billed in full minute increments at a rate of \$0.22 per minute.

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

**4.4.4 Attended Toll Free Meet-Me**

Charges are billed in full minute increments at a rate of \$0.35 per minute.

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

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**SECTION 4 – RATES, (CONT'D.)**

**4.5 Directory Assistance**

A long distance directory assistance charge applies when the caller accesses the Company's network by dialing 1 + Area Code + 555-1212 to place a request for a telephone number. A caller may request one telephone number per directory assistance call. The charge applies to each inquiry regardless of whether the directory assistance bureau is able to supply a listed number. A credit will be issued for any directory assistance charge for which the Customer experiences poor transmission quality, is cut off, receives an incorrect telephone number, or misdials.

	<u>Per Intrastate Inquiry</u>
Directory Assistance Charge	\$1.59

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## **SECTION 4 – RATES, (CONT'D.)**

### **4.6 Special Rates**

#### **4.6.1 Discount for Hearing Impaired Customers:**

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments for individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, a discount for calls placed between TDDs. The credit to be given on a subsequent bill for such calls placed between TDDs will result in the application of the evening rate for calls made during daytime hours and night rates for calls made during evening and night hours. Discounts do not apply to surcharges or per call add on charges for operator service when the call is placed by a method that would normally incur the surcharge.

#### **4.6.2 Operator Assistance for Handicapped Persons:**

Operator station surcharges will not be charged by the Company for operator assistance provided to a caller who identified him or herself as being handicapped and unable to dial the call because of a handicap.

#### **4.6.3 Directory Assistance for Handicapped Persons:**

There is no charge for Directory Assistance calls from handicapped persons. Such persons must contact the Company for credit on their directory assistance calls.

#### **4.6.4 Discount for Telecommunications Relay Service Intrastate Toll Calls**

Intrastate toll telecommunications relay service calls will be discounted by 50 percent off of the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call will be discounted 60 percent off the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges or surcharges.

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**SECTION 4 – RATES, (CONT'D.)**

**4.7 Time Of Day Rate Periods**

Day, evening and night/weekend rates apply for the following products based on the following chart:

All Services:

	MON	TUES	WEDS	THURS	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING/NIGHT/WEEKEND RATE PERIOD						
11:00 PM TO 8:00 AM*							

**\* to, but not including**

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed at the rates in effect in that boundary for each portion of the call.

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Issued by:

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



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## SECTION 4 – RATES, (CONT'D.)

### 4.8 Payphone Use Surcharge

An undiscountable payphone use surcharge of \$.99 shall apply to each coinless call which Matrix Telecom, Inc. can identify as being placed from a domestic payphone by or to the Customer or its permitted user. This includes, but is not limited to, calls placed with a Matrix Telecom, Inc. Calling card, collect calls and calls placed to 800 numbers. This charge is in addition to standard Tariffed usage charges and is for the use of the payphone instrument to access Matrix Telecom, Inc.'s service.

### 4.9 Finance Charge and Late Fee

A finance charge in the amount of 1.5% monthly will be charged on any past due balances.

### 4.10 Return Check Charges

A fee of \$25.00 will be charged for each check returned.

### 4.11 Reconnection Charge

A reconnection fee of \$20.00 per occurrence is charged when service is re-established for Customers who had been disconnected for non-payment.

### 4.12 Employee Concessions

Any employee of the Company in good standing may receive any of the Company's services with a \$20.00 per month credit towards the monthly billing.

### 4.13 Local Exchange Carrier Billing Fee

Should billing be provided by the local exchange carrier on behalf of Matrix, a billing fee in the amount of \$1.50 per month will be added to a Customer's bill.

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## SECTION 5 - TRINSIC PRODUCTS

### 5.1 Trinsic Business Plus Service

Trinsic Business Plus Service is a service for small business Customers.

#### 5.1.1 Trinsic Business Plus Toll Service

Trinsic Business Plus Toll service is available only to Customers of Trinsic Business Plus Local Exchange Service. Calls are billed in six (6) second increments.

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Minute:	\$0.008	\$0.20

#### 5.1.2 Trinsic Business Plus Toll Free Service

Trinsic Business Plus Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Trinsic Business Plus Local Exchange Service. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. 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.

	<u>Minimum</u>	<u>Maximum</u>
Rate per minute:	\$0.011	\$0.20
Monthly Recurring Charge Per toll free access line:	\$0.50	\$12.00
Toll Free Service Installation:	\$2.00 *	\$40.00 *
Vanity Toll Free Number Search:	\$2.00	\$40.00

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

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.1 Trinsic Business Plus Service, (Cont'd.)

#### 5.1.3 Travel Card Service

Trinsic Business Plus Travel Card Service is available to Trinsic Business Plus Local Exchange Service Customers who also purchase Trinsic Business Plus Toll Service. Calls may be made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Minute:	\$0.011	\$0.20

#### 5.1.4 Business Network Service

Business Network Service is an optional service available to Trinsic Business Plus Customers for outbound calling from presubscribed lines. This service allows Trinsic Business Plus 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.

	<u>Minimum</u>	<u>Maximum</u>
Rate Per Minute:	\$0.011	\$0.20

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.2 Trinsic Travel Card**

Customers subscribing to any Trinsic Home Edition Service will receive a Trinsic Travel Card for placing long distance calls while away from home. Calls originate via toll free access code dialing. Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

	<u>Minimum</u>	<u>Maximum</u>
Rate per minute:	\$0.05	\$0.30

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.3 Operator Assisted Calling

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party, by deposit of coins in Pay Telephones, or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.3 Operator Assisted Calling, (Cont'd.)**

**5.3.1 Rates**

**Usage Rates**

	<u>Minimum</u>	<u>Maximum</u>
Per Minute:	\$0.20	\$0.36

**Per Call Service Charges**

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card Station	\$0.80	\$1.70
Operator Dialed Calling Card Station	\$1.25	\$2.50
Collect	\$1.25	\$2.50
Third Party Billed	\$1.25	\$2.50
Person to Person	\$2.40	\$4.80

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.4 Directory Assistance

Directory Assistance is available to Customers of Trinsic. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

A business or residence main telephone exchange line may be 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.

	<u>Minimum</u>	<u>Maximum</u>
Per Call Rate:	\$0.50	\$2.00

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.5 TrinsicPVA

TrinsicPVA allows residential customers to access the Company's Personal Voice Assistant (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails, voice mail and Follow Me/Find Me, Notify Me and Fast Access service<sup>1</sup>. Access is via toll free number. Service is available 24 hours a day, 7 days a week. Customers may choose a per minute option or prepaid option as follows.

#### 5.5.1 Per Minute Option

All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

#### 5.5.2 PVA Prepaid Option

Service includes 200 minutes of PVA platform time, which may be used for outbound calling as well as access to PVA features. Access is via toll free number. Service expires 90 days after activation. Customers will receive a voice interrupt message 1 minute prior to the end of the 200 minute allowance notifying them that their allowance is about to expire. The Customer will also be voice prompted when access their PVA with the number of minutes remaining. additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

<sup>1</sup> Voice mail, review and delivery of emails, Follow Me/Find Me, Notify Me and Fast Access services are not regulated by the Commission.



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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.5 TrinsicPVA, (Cont'd.)**

**5.5.3 Special Edition Prepaid Option**

Service includes 500 minutes of inbound and outbound calling, as well as use of PVA features and expires 90 days after activation. Access is via personal 800 services. Customers will receive a voice interrupt message 1 minute prior to the end of the 500 minute call allowance notifying them that their minute allowance is about to expire. The Customer will also be voice prompted when accessing their PVA with the number of minutes remaining. Additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.6 TrinsicLONG DISTANCE 500 Service

TrinsicLONG DISTANCE 500 Service is a presubscribed service providing outbound calling for residential customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails <sup>1</sup>. The service includes a monthly call allowance of combined intrastate and interstate toll calling of 500 minutes and Member to Member calling at no charge. Calls placed above the call allowance will be billed in one (1) minute increments rates. Customers are provided a toll free number for placing calls while away from home and the same rates and call allowance applies. An interstate Monthly Recurring Charge applies to this service in addition to usage.

<sup>1</sup> Contact lists and review of delivery of emails not services regulated by the Commission.

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.7 Trinsic LONG DISTANCE Service

Trinsic LONG DISTANCE Service is a presubscribed service providing outbound calling for residential Customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails as well as VoiceMail, Find Me and Notify Me functions.<sup>1</sup> Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

### 5.8 Trinsic Business Long Distance with PVA

Trinsic Business Long Distance with PVA is a presubscribed long distance service providing outbound calling for business Customers. The service also provides access to the Company's Personal Voice Assistant enhanced service platform for call completion and enhanced services such as dialing assistance, contact lists, voice mail, and review of and delivery of emails, as well as Find Me and Notify Me functions.<sup>1</sup> Calls are billed in six (6) second increments. Customers are provided a toll free number for placing calls while away from the office, and the same rates apply.

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<sup>1</sup> Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.9 Trinsic 800 Service

Trinsic 800 Service provides customers with a personal toll free telephone number with which to access the company's travel card platform and Personal Voice Assistant (PVA) enhanced services. Voice mail is included with this service as are the enhanced features Find Me, Notify Me<sup>1</sup>.

This service may be purchased on a stand-alone basis without the purchase of any other Trinsic service. In addition, the service is available as an add-on to existing Trinsic Unlimited Service, TrinsicHOME Basic with PVA and TrinsicHOME Select with PVA services.

Customers will use their personal toll free number to access the Company's travel card and PVA platform. End users wishing to contact the Customer or leave a message for the customer may do so through the Trinsic 800 Service.

A call allowance of 120 minutes of inbound and/or outbound calling is included with this service. Calls above the call allowance will be billed in sixty (60) second increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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<sup>1</sup> Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.10 Trinsic LONG DISTANCE Essential**

Trinsic LONG DISTANCE Essential is a presubscribed service providing outbound calling for residential Customers. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Customers may request an optional toll free number, which terminates at the Customer's telephone number, with a call allowance of 60 minutes of domestic inbound calling for an additional monthly recurring charge. Calls are billed in one (1) minute increments.

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.11 Current Price List

#### 5.11.1 Trinsic Travel Card Service

Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

Rate per minute: \$0.20

#### 5.11.2 Operator Assisted Calling

##### Usage Rates

Usage for Long Distance Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer.

	<u>Per Call Service Charges</u>
Customer Dialed Calling Card - Automated	\$0.50
Operator Assisted Calling Card	\$1.25
Operator Station Collect	\$1.10
Third Party Billed	\$1.50
Person-to-Person	\$3.00

#### 5.11.3 Directory Assistance

Directory Assistance is available to Customers of Trinsic. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Per Call Rate: \$0.95

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.11 Current Price List, (Cont'd.)**

**5.11.4 Trinsic Business Plus Toll Service**

**A. Trinsic Business Plus Toll Service**

Trinsic Business Plus Toll service is available only to Customers of Trinsic Business Plus Local Exchange Service. Calls are billed in six (6) second increments.

Rate Per Minute: \$0.035

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

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: \$0.045

Monthly Recurring Charge Per toll free access line: \$3.00

Toll Free Service Installation: \$20.00 \*

Vanity Toll Free Number Search: \$9.99

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.11 Current Price List, (Cont'd.)**

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

**C. Travel Card Service**

Trinsic Business Plus Travel Card Service is available to Trinsic Business Plus Local Exchange Service Customers who also purchase Trinsic Business Plus Toll Service. Calls may be made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

Rate Per Minute: \$0.045

**D. Business Network Service**

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

Rate Per Minute: \$0.039



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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.11 Current Price List, (Cont'd.)**

**5.11.5 TrinsicPVA**

**A. Per Minute Option**

All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Rate Per Minute: \$0.069

**B. PVA Prepaid Option**

Service Price: \$9.95  
Recharge for each 100 minutes \$9.95  
PVA DA access is charged at 5 minutes of usage per instance  
Payphone Surcharge is charged at 5 minutes of usage per instance

**C. Special Edition Prepaid Option**

Service Price: \$19.95  
Recharge for each 100 minutes \$9.95  
PVA DA access is charged at 5 minutes of usage per instance  
Payphone Surcharge is charged at 5 minutes of usage per instance

**5.11.6 TrinsicLONG DISTANCE 500 Service**

Calls placed above the call allowance will be billed in one (1) minute increments rates. Customers are provided a toll free number for placing calls while away from home and the same rates and call allowance applies. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Call Allowance: 500 minutes  
Direct dial rate per minute above call allowance \$0.049  
PVA rate per minute above call allowance: \$0.049

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

### 5.11 Current Price List, (Cont'd.)

#### 5.11.7 Trinsic LONG DISTANCE Service

Trinsic LONG DISTANCE Service is a presubscribed service providing outbound calling for residential Customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails as well as VoiceMail, Find Me and Notify Me functions.<sup>1</sup> Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Direct Dial rate per minute:	\$0.049
Call completion through PVA Rate Per Minute:	\$0.049

#### 5.11.8 Business Long Distance with PVA

Rate per minute:	\$0.035
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<sup>1</sup> Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.11 Current Price List, (Cont'd.)**

**5.11.9 Trinsic 800 Service**

A call allowance of 120 minutes of inbound and/or outbound calling is included with this service. Calls above the call allowance will be billed in sixty (60) second increments.

Rate Per minute above 120 Minute Call Allowance: \$0.069

**5.11.10 Trinsic LONG DISTANCE Essential**

Calls are billed in one (1) minute increments.

Direct Dial rate per minute: \$0.049

Toll Free rate per minute \$0.049

\* *This service Tariffed under Option 2 in compliance with disconnection procedures in Rule 4901:1-5-17 of the Ohio Administrative Code.*

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## SECTION 6 – TRINSIC GRANDFATHERED SERVICES DESCRIPTIONS

### 6.1 Long Distance Services

#### 6.1.1 Standard LD\*\*

Standard LD is an outbound long distance calling plan available to residential Customers, except USAA affiliate subscribers, of Trinsic Complete 250, Trinsic Complete 50 and Trinsic Complete Plus. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

#### 6.1.2 LD Standard (S)\*\*

LD Standard (S) is an outbound long distance calling plan available to USAA affiliate subscribers of Trinsic Complete 250, Trinsic Complete 50 and Trinsic Complete Plus. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

#### 6.1.3 Standard LD – Complete Unlimited\*\*

Standard LD – Complete Unlimited is an outbound long distance calling plan available to residential Customers of Trinsic Complete Nation and Trinsic Complete Nation II. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

#### 6.1.4 Long Distance – Complete\*\*

Long Distance - Complete is an outbound long distance calling plan available to business Customers of Trinsic Complete Local for Business. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

#### 6.1.5 Long Distance – Unlimited\*\*

Long Distance - Unlimited is an outbound long distance calling plan available to business Customers of Trinsic Complete Nation for Business and Trinsic Complete Premium for Business. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

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

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## SECTION 7 – TRINSIC GRANDFATHERED SERVICES PRICE LIST

### 7.1 Long Distance Services

#### 7.1.1 Standard LD\*\*

Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

IntraLATA, per minute:	\$0.07
Intrastate, per minute:	\$0.07

#### 7.1.2 LD Standard (S)\*\*

Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

IntraLATA, per minute:	\$0.0649
Intrastate, per minute:	\$0.0649

#### 7.1.3 Standard LD – Complete Unlimited\*\*

Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

IntraLATA, per minute:	\$0.00
Intrastate, per minute:	\$0.00

#### 7.1.4 Long Distance – Complete\*\*

Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

IntraLATA, per minute:	\$0.07
Intrastate, per minute:	\$0.07

#### 7.1.5 Long Distance – Unlimited\*\*

Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

IntraLATA, per minute:	\$0.00
Intrastate, per minute:	\$0.00

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

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## SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS

### 8.1 Time of Calls

#### 8.1.1 Usage

The customer's long distance usage is based on the actual usage. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizes audio tone detection. A call is terminated and the charges end when either party hangs up.

#### 8.1.2 Time Periods

The customer's long distance usage charge is based on the day and time the originating party makes the call.

### 8.2 Distance Sensitivity

The Company's charges are based on the airline distance between rate centers located within the State of Ohio.

### 8.3 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V&H Coordinates Tape and Bell's NECA Tariff No. 4.

**Formula:**

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

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.4 Service Descriptions**

**8.4.1 First Touch - Touch 1 Basic Service - 1+ Access (Where Available)**

This is a toll service that enables the subscriber to call stations of any domestic phone system in Ohio. Partial minutes are rounded to the next whole minute and are individually rated on the basis of distance, duration and time of day/day of the week. Service is accessed by designating Touch 1 Communications, Inc. as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the rates section of this Tariff. There is no monthly charge or sign-up fee associated with this product.

- A.** First Touch Plus is a variation of Touch 1's First Touch plan. This program offers customers an additional 15% off First Touch intrastate and interlata rates for all 1+ direct dialed calls that terminate within the state of Ohio. All calls will be billed with a one minute minimum and full minute increments thereafter. Partial minutes will be rounded to the next higher minute. No additional volume discounts apply. Standard times for Day, Evening, and Night/Weekend calling periods apply. There are no sign up fees, or monthly charges associated with this product.

**8.4.2 Simply the Best**

A variation of First Touch, Simply the Best offers the customer a flat rate per minute for calls placed during the hours of 8 am - 5 pm Monday through Friday. Calls placed during all other rate periods are billed at a further reduced flat rate. Customers may place calls 24 hours a day, seven days a week. Rates are set forth in the rates section of this Tariff. There is no monthly charge of sign-up fee associated with this product.

**8.4.3 1 Rate**

A variation of Business Touch, 1 Rate is a toll service that offers the business subscriber a flat rate per minute for calls placed at any hour of the day. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. Customers may place calls 24 hours a day, seven days a week. The flat rate is set forth in the Rates section of this Tariff. There is no monthly charge or sign-up fee associated with this product.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.4 "Simply Better"**

Customers may place calls 24 hours a day, seven days a week. This product offers the customer a flat rate per minute for calls placed during the hours of 7 am - 7 pm, Monday through Friday. Calls placed during the hours of 7 pm - 7 am Monday through Friday and all hours Saturday and Sunday are billed at a further reduced flat rate. Rates are set forth in the Rates Section of this Tariff. There is no monthly charge or sign-up fee associated with this product.

**8.4.5 Customer Account Coding**

This is an optional feature available to customers who desire internal accounting abilities. A three or four digit number (with or without a name) may be assigned to an account. Rates are set forth in the Rates and section of this Tariff. There is an optional monthly charge but no sign-up fee associated with this feature.

**8.4.6 Ultimate Advantage**

A variation First Touch, this discount option provides a discount schedule to be applied against all intrastate "First Touch" call usage. A volume discount will be given to customers who have eligible long distance usage. The volume discount applied will be as follows:

<u>Call Usage</u>	<u>Discount Rate</u>
\$0.00 - \$9.99	2%
\$10.00 - \$24.99	12%
\$25.00 +	27%



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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.6 Ultimate Advantage, (Cont'd.)**

The long distance usage to be applied in attaining the thresholds will be direct dial domestic, international and calling card usage; however only direct dial domestic calls will be eligible for the volume discount. Directory Assistance will not be included to attain the threshold nor will be eligible to receive the volume discount. The discount will be applied to the customer's account following the completion of a calendar month. Rates are set forth in the rates section of the Tariff. There is no sign up fee or monthly charge associated with this service.

EXAMPLE:

Calls placed from April 1 through April 30:

EX: 1	Direct Dialed Domestic calls	\$20.50
	International Calls	2.00
	Calling Card calls	1.50
	Directory Assistance	<u>0.00</u>
	Total	\$24.00
	Total applied to threshold	\$24.00
	Volume Discount $\$20.50 \times 12\% =$	\$2.46
EX: 2	Direct Dialed Domestic calls	\$50.00
	International calls	4.50
	Calling Card calls	0.00
	Directory Assistance	<u>3.50</u>
	Total	\$58.00
	Total applied to threshold	\$54.50
	Volume Discount $\$50.00 \times 27\% =$	\$13.50

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.7 Business Touch**

This is toll service that enables the business subscriber to call stations of any domestic telephone system. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. Calls are individually rated on the basis of duration and time of day/day of week. Rates are set forth in the rates section of this Tariff. There is no monthly charge or sign-up fee associated with this product.

**A. Business Touch Volume Discount**

A volume discount will be given to business customers who have eligible long distance usage each calendar month. Domestic and International DDD calls and calling card usage will be included to attain the \$ threshold but only the Domestic DDD call usage will be eligible to receive the volume discount. Directory Assistance will not be included to attain the threshold nor will it be eligible to receive the volume discount.

Discount rates and thresholds are set forth below. The volume discount will be applied to the customer's account following completion of calendar month.

BUSINESS TOUCH VOLUME DISCOUNT CHART	
\$0.00-\$24.99	25%
\$25.00 -\$99.99	30%
\$100.00 -\$199.99	35%
\$200.00 +	40%
DISCOUNT CALCULATED RETROACTIVELY	

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.8 Touch 1 Travel Card**

This is an optional feature that enables the Touch 1 Travel Card Customer to place long distance calls from anywhere to anywhere within the state of Ohio. Residential customer's calls are individually rated at a flat rate per minute and rounded up to the next whole minute. Business customer's calls are rated at the same flat rate per minute with a 30 second minimum and partial minutes of a call are rounded up to the next 1/10th of a minute (6 seconds) thereafter. Service is accessed via toll free service and Personal Authorization Code. This service offers access to additional calling features.

- A. Information Services -offers the customer the latest news events, checks the weather, gets sports scores and financial updates, checks horoscopes, and provides the latest information on soap operas.
- B. Conference Calling -Allows the customer to add up to three additional parties to a call by touching a key and dialing the party's number. There is a per minute charge per additional party. There are no live operator charges and delays.
- C. Travel and Concierge Service -Allows the customer to obtain airline, dinner, lodging, car, or limousine reservations. The customer can also acquire information on special events and check golf course and tee times. Flower delivery and wake-up calls are also available with this service. The customer also has access to emergency medical or legal referrals and assistance.

A surcharge will apply to the first minute of each call. Rates and charges are set forth in the rates section of this Tariff.

**8.4.9 "Pure and Simple"**

"Pure and Simple" is a toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day. Calls are billed in full minute increments. Customers may place calls 24 hours a day, seven days a week. Rates are set forth in the rates section of this Tariff. There is no monthly charge or sign-up fee associated with this product.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.10 Personal Touch 800/888 Service**

Personal Touch 800/888 Service provides a customer with an 800/888 telephone number for use within the continental U.S. 24 hours a day, seven days a week. Personal Touch 800/888 Service calls originated by users dialing the Customer's 800/888 number will be terminated to the Customer's designated location.

Customers may also, upon request, receive calls from Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands and Canada. There is no installation charge or monthly subscription fee for the service. Rates are set forth in the Rates Section of this Tariff.

**A. Assignment and Reservation of 800 Numbers**

- 1.** The Company in conjunction with its Responsible Organization (Resp. Org.) will reserve, assign, activate or change 800 numbers for a Customer and will administer 800 numbers in accordance with customary industry standards and practices, and the terms of this Tariff and effective procedures of the 800 Service Management System (SMS/800).
- 2.** The Company reserves the right to recover Personal Touch 800/888 Service in the event that service is not actually and substantially used within a 90-day period. The Company will provide the Customer with notice of such recovery no less than 30 days following receipt of notice. At which time the Company will release the 800 number to the pool of numbers available for assignment.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.10 Personal Touch 800/888 Service, (Cont'd.)**

**A. Assignment and Reservation of 800 Numbers, (Cont'd.)**

- 3.** If a Customer accumulates undisputed past-due charges, the Company reserves the right not to honor the Customer's request for a change in 800 service to another carrier (e.g., "porting" of the 800 number), including a request for a Responsible Organization (Resp Org) change, until such time as all charges are paid in full.
- 4.** If Touch 1 is notified by the Local Exchange Carrier that a customer's local service has been disconnected, the customer must notify Touch 1 of this change within 30 days or the service will be discontinued.

**B. Personal Touch 800/888 + Personal Identification Number (PIN)**

Personal Touch 800/888 + PIN is based on a security code assigned to the customer by the company. This service provides 800 numbers shared by more than one customer, whereby individual customers are identified by a unique Personal Identification Number (PIN). The PIN may not be assigned or transferred for use with service provided by another carrier. Subject to the limitations provided in Section 8, the Company will only honor customer requests for change in Resp Org or 800 service provider for 800 numbers dedicated to the sole use of that single customer.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.11 First Touch Flat**

First Touch Flat is a toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls are billed in full minute increments with partial minutes rounded to the next higher minute. Customers may place calls 24 hours a day, seven days a week. Rates are set forth in the rates section of this Tariff. There are no sign up fees or monthly charges associated with product.

**8.4.12 Directory Assistance Service**

Directory Assistance service is provided by the Company's underlying carrier. Directory Assistance is rated and billed by the Company. Rates are set forth in the Rates section of this Tariff.

**8.4.13 First Touch Select**

This is an outbound toll service for calls placed within the state Ohio. Calls are billed in one minute increments with partial minutes rounded to the next higher minute. Rates do not apply to directory assistance or operator assisted calls. There is a nonrefundable monthly charge for this service. The rates are set forth in the rates section of this Tariff.

**8.4.14 Select Savings**

This is an outbound toll service for calls placed within the state Ohio. Calls are billed in one minute increments with partial minutes rounded to the next higher minute. Rates do not apply to directory assistance or operator assisted calls. There is a nonrefundable annual charge for this service payable in advance. The rates are set forth in the rates section of this Tariff.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.15 First Touch Prime**

This is an outbound toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. Rates are set forth in the Rates section of this Tariff.

**8.4.16 First Touch Preferred**

This is an outbound toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. There is a nonrefundable monthly charge for this service. Rates are set forth in the Rates section of this Tariff.

**8.4.17 Preferred Plus**

This is an outbound toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. There is a nonrefundable annual charge for this service payable in advance. Rates are set forth in the Rates section of this Tariff.

**8.4.18 Prime Touch**

This service provides the customer with an 800/888/877 telephone number for receiving calls at any hour of the day from within the state of Ohio.

Calls are billed in full minute increments with partial minutes rounded to the next higher minute. (Refer to Section 8.4.10 for Assignment and Reservation of 800/888 Number, Personal Identification Number (PIN), and 800/888 Directory Assistance Listing.)

Rates are set forth in the Rates section of this Tariff.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.19 Twilight Time-Common Cents**

This product is a toll service for customers to place calls within the state of Ohio 24 hours a day, 7 days a week. This product offers customers a single flat rate per minute. Calls are billed in one minute increments with partial minutes rounded to the next higher minute. Rates do not apply to directory assistance or operator assisted calls. There is a nonrefundable monthly fee for this service.

**8.4.20 Z-Line LD**

Z-Line LD allows residential customers to dial 1+ for domestic long distance calling. Customers have choice to dial 1+ or they may dial a toll-free number to access a Personal Voice Assistance (PVA). PVA is an enhanced, voice activated service. In this mode, provided at no additional charge, customers can receive dialing assistance to make calls, send emails and create personal contact lists. Z-Line LD has a monthly recurring fee and outbound calls (1+ and those initiated through PVA) are rated and billed at a flat rate per minute. Partial minutes of a call are rounded up to the next full minute. See rates section of the Tariff.

**8.4.21 First Touch Flat II**

First Touch Flat II is a toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls are billed in full minute increments with partial minutes rounded to the next higher minute. Customers may place calls 24 hours a day, 7 days a week. Rates are set forth in the rates section of this Tariff. There are no sign up fees or monthly charges associated with product.



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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

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

**8.4.22 Select Weekends**

This is an outbound toll service for calls placed within the state of Ohio. Calls are billed in one minute increments with partial minutes rounded to the next higher minute. Rates do not apply to directory assistance or operator assisted calls. There is a nonrefundable monthly charge for this service. Rates are set forth in the rates section of this Tariff.

**8.4.23 Preferred Weekends**

This is an outbound toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day within the state of Ohio. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. There is a nonrefundable monthly charge for this service. Rates are set forth in the Rates and Charges section of this Tariff.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rates**

**8.5.1 Usage Charges**

Each customer is charged individually for each call placed through the Carrier. Rate may vary by mileage band, time of day, day of week, call duration and by product or service type.

**8.5.2 Rate Periods**

Day, Evening, and Night/Weekend rate periods apply to 1+ Dial-Up Service. The rates apply for all days of the week including holidays. The Day rate period is 8:00 AM to, but not including, 5:00 PM, Monday through Friday. The Evening rate period is 5:00 PM to, but not including, 11:00 PM Monday through Friday and 5:00 PM to, but not including, 11:00 PM Sunday. The Night/Weekend rate period is 11:00 PM to, but not including, 8:00 AM Monday through Sunday, all day Saturday, and from 8:00 AM to, but not including, 5:00 PM Sunday. (Excluding "Simply Better")

**8.5.3 Holiday Rates**

New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Columbus Day, Thanksgiving Day and Christmas Day the Evening rate apply from 8:00 am to 5:00 pm in lieu of regular rates, if holiday falls on a weekday.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.4 First Touch - Touch 1 Basic Service-1+ Access (Where Available)**

**A. Touch 1 Basic Service Call Charges: Intrastate Long Distance Rates**

<u>Mileage</u>	<u>Day Rates</u>		<u>Evening Rates</u>		<u>Night/Weekend Rates</u>	
	<u>Initial</u>	<u>Each Add'l</u>	<u>Initial</u>	<u>Each Add'l</u>	<u>Initial</u>	<u>Each Add'l</u>
1-10	\$0.1500	\$0.1000	\$0.1100	\$0.0600	\$0.0800	\$0.0400
11-22	\$0.1600	\$0.1200	\$0.1200	\$0.0900	\$0.0900	\$0.0600
23-55	\$0.1900	\$0.1500	\$0.1300	\$0.1100	\$0.1000	\$0.0800
56-124	\$0.2100	\$0.1700	\$0.1300	\$0.1200	\$0.1200	\$0.1000
125+	\$0.2200	\$0.1800	\$0.1300	\$0.1300	\$0.1200	\$0.1100

Partial minutes are rounded to the next whole minute.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.5 Simply the Best**

Simply the Best customers may place calls 24 hours a day, seven days a week. Calls placed between 8:00 am and 5:00 pm Monday through Friday, will be priced at \$0.199 per minute. Calls placed during any other time period will be priced at \$0.114 per minute. There is no monthly charge or sign-up fee associated with this product.

**8.5.6 Ultimate Advantage**

“Ultimate Advantage” provides customer a discount schedule to be applied to intrastate “First Touch” – Touch 1 Basic Service. Calls are rounded to the next whole minute and are individually rated on the basis of the distance, duration, and time of day/day of week. See Section 8.5.4 for “First Touch” rates.

**8.5.7 Business Touch**

This is a toll service that enables the business subscriber to call stations of any domestic telephone system. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. Calls are individually rated on the basis of duration and time of day/day of week. There is no monthly charge or sign-up fee associated with this product. (Rates are set forth below.)

BUSINESS TOUCH INTRASTATE RATES (Flat Rate)		
PEAK	OFF-PEAK	
<u>Day</u>	<u>Evening</u>	<u>Night</u>
\$0.1650	\$0.1330	\$0.1330

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.8 "1 Rate"**

A variation of "Business Touch," "1 Rate" is a toll service that offers the business subscriber a flat rate per minute for calls placed at any hour of the day. Calls have a thirty (30) second minimum and are rounded up to the nearest 1/10th of a minute (6 seconds) thereafter. Customers may place calls 24 hours a day, seven days a week. Those calls will be priced at \$0.155 per minute peak/off peak. There is no monthly charge or sign-up fee associated with this product.

**8.5.9 Simply Better**

Customers may place calls 24 hours a day, seven days a week within the state of Ohio. This product offers the customer a flat rate per minute for calls placed during the hours of 7 am - 7 pm, Monday through Friday. Calls placed during the hours of 7 pm - 7 am Monday through Friday and all hours Saturday and Sunday are billed at a further reduced flat rate. There is no monthly charge or sign-up fee associated with this product. Rates are set forth below:

\$0.172/min.	7:00 am - 7:00 pm, Monday through Friday
\$0.095/min.	7:00 pm - 7:00 am, Monday through Friday and all day Saturday and Sunday

**8.5.10 Pure and Simple**

Pure and Simple is a toll service that offers the subscriber a flat rate per minute for calls placed at any hour of the day. Calls are billed in full minute increments. Customers may place calls 24 hours a day, seven days a week. Those calls will be priced at \$0.13 per minute peak/off peak. There is no monthly charge or sign-up fee associated with this product.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.11 Customer Account Coding**

- A. For the customers who desire internal call accounting, a three or four digit number can be provided to enable specific internal accounts to be identified. There is no monthly charge for this type of Customer Account Coding.
- B. A customer may choose to identify account codes with a name which will appear on the customer's monthly statement. This option is provided for a monthly fee (per account) of \$10.00.

**8.5.12 Touch 1 Travel Card – Residential and Business**

All calls will be billed at \$0.28 per minute regardless of time of day/day of week. A \$1.25 surcharge applies to each call and is included in the first minute of a call.

Calls placed via the optional conference call service will be billed at \$0.28 per minute, *per party*. A \$1.25 surcharge applies to each call and is included in the first minute of a call.

**8.5.13 Personal Touch 800/888 Service**

Usage charges are billed in arrears. Calls are billed on a full minutes basis. The length of each call is rounded up to the next full minute. Charges for total chargeable minutes will be determined and rounded to the next higher cent.

Payment of charges is due upon presentation of the bill for services furnished.

Rates and billing periods are listed below

\$0.250	Peak Hours	7 a.m. to 7 p.m., Monday through Friday
\$0.150	Off-Peak Hours	7 p.m. to 7 a.m., Monday through Friday and all day Saturday and Sunday

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.14 Toll Message Rates for Hearing and/or Speech Impaired Users**

**A. Toll Message Rates for Hearing and/or Speech Impaired Users**

Upon notification by hearing and/or speech impaired individual, calls placed during the Day rate period will be charged at Evening rate and calls placed during the Evening rate period will be charged at the Night/Weekend rate.

**8.5.15 Promotional Offerings**

- A.** For promotional purposes, market research or similar corporate purposes, the Company may from time to time provide promotional offerings subject to the conditions set forth in this section.
- B.** The charges for Promotional offerings will not exceed those set forth in this Tariff for the same services.
- C.** Promotional Offerings will be available only for the limited period of time specified by the Company.
- D.** The Company will notify the Company's customers of the availability and duration of Promotional Offerings.

**8.5.16 Z-Line LD**

1+ for domestic long distance calling plan has a monthly recurring fee of \$4.95 per account. An account can have a maximum of two lines with long distance. The 1+ flat rate per minute within the state of Ohio is \$0.07 per minute, 24 hours a day, 7 days a week. Within the Personal Voice Assistant (PVA) mode of this product, outbound calls are a flat \$0.069 per minute 24 hours a day, 7 days a week.

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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.17 First Touch Flat**

First Touch Flat is a toll service that offers the subscriber a flat rate per minute for 1+ direct dialed calls placed at any hour of the day. Calls are billed in full minute increments. Customers may place calls 24 hours a day, seven days a week. Those calls will be priced at \$0.14 per minute peak/off-peak. There are no sign up fees or monthly charges associated with product.

**8.5.18 Directory Assistance**

Directory Assistance calls are billed at \$1.49 per call.

**8.5.19 First Touch Select**

Monthly fee per telephone number is \$4.95. Rates within the state of Ohio are \$0.09 per minute, 24 hours a day Monday through Saturday rates for calls placed on Sunday are \$0.05 per minute.

**8.5.20 Select Savings**

Annual fee per telephone number is \$39.95 (billed in advance). Rates within the state of Ohio are \$0.09 per minute, 24 hours a day Monday through Saturday rates for calls placed on Sunday are \$0.05 per minute.

**8.5.21 First Touch Prime**

Rates within the state of Ohio are \$0.115 per minute, 24 hours a day, 7 days a week. Rates do not apply to directory assistance or operator assisted calls.

**8.5.22 First Touch Preferred**

Monthly fee per telephone number is \$3.95. Rates within the state of Ohio are \$0.099 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday are \$0.05 per minute. Rates do not apply to directory assistance or operator assisted calls.



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**SECTION 8 - SERVICES AND RATES OFFERED TO FORMER TOUCH ONE CUSTOMERS,  
(CONT'D.)**

**8.5 Rate, (Cont'd.)**

**8.5.23 Preferred Plus**

Annual fee per telephone number is \$38.95 (billed in advance). Rates within the state of Ohio are \$0.099 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday are \$0.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

**8.5.24 Prime Touch**

Rates for calls received from within the state of Ohio are \$0.15 per minute, 24 hours a day, 7 days a week.

**8.5.25 Twilight Time-Common Cents**

Customers may place calls within the state of Ohio 24 hours a day, seven days a week for a flat \$0.10 per minute. The recurring monthly fee is \$4.00 per telephone number. Rates do not apply to directory assistance or operator assisted calls.

**8.5.26 First Touch Flat II**

Rates within the state of Ohio are \$0.109 per minute, 24 hours a day, 7 days a week. Rates do not apply to directory assistance or operator assisted calls.

**8.5.27 Select Weekends**

Monthly fee per telephone number is \$4.95. Rates within the state of Ohio are \$0.09 per minute, 24 hours a day, Monday through Friday; rates for calls placed on Saturday and Sunday are \$0.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

**8.5.28 Preferred Weekends**

Monthly fee per telephone number is \$3.95. Rates within the state of Ohio are \$0.099 per minute, 24 hours a day, Monday through Friday; rates for calls placed on Saturday and Sunday are \$0.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

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**Case No(s). 08-0534-TP-ACN**

Summary: Tariff Replacement Local and IXC tariffs per request of A. Logsdon. electronically filed by Mr. Thomas M Forte on behalf of Matrix Telecom, Inc.