

# NEW APPLICATION



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March 2, 2015

AZ CORP COMMISSION  
DOCKET CONTROL

VIA OVERNIGHT DELIVERY

**Docket Control Center**  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

T-03228A-15-0073

Re: Revisions to Arizona Tariff No. 2  
Matrix Telecom, Inc.

Dear Sir or Madam:

Transmitted herewith on behalf of Matrix Telecom, Inc. ("Matrix") are an original and thirteen (13) copies of proposed revisions to the Company's Arizona Tariff No. 2 currently on file with the Commission. Tariff pages affected by this filing are Second Revised Page Nos. 46, 46.1, 47 through 51 and First Revised Page Nos. 55, 61, 62, 63, 64, 67, 68, 69, 76, 77, 80, 81, 82, 86, 90, 102, 106, 107, 108, 122, 123, 124, 125, 128, 129, 134 through 142.

The purpose of this filing is to grandfather existing local service services and to make minor text changes. Matrix respectfully requests an effective date of April 3, 2015 for this filing.

Thank you for your time and attention to this matter. Please contact Leslie Ellis at (972) 910-1411, [regulatory.affairs@impacttelecom.com](mailto:regulatory.affairs@impacttelecom.com) or at the Company's principal address, if you have any questions regarding this filing.

Respectfully submitted,

Leslie Ellis  
Manager, Regulatory Affairs

ORIGINAL

Enclosures

cc: Alex Valencia  
Senior Director, Government Affairs and Compliance

Arizona Corporation Commission  
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MAR 03 2015

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**SECTION 3 - RATES – BUSINESS SERVICES**

- 3.1 Business Service Monthly Recurring Charge\*\* (T)
- |                                                     |                   |
|-----------------------------------------------------|-------------------|
| Business Line Local Only                            | \$37.50 per line  |
| Business Line Local plus Long Distance <sup>2</sup> | \$30.50 per line  |
| Analog PBX Trunk Local Only                         | \$68.00 per trunk |
| Analog PBX Trunk plus Long Distance <sup>1</sup>    | \$61.00 per trunk |
| DID CO Termination                                  | \$50.25 per trunk |
- 3.2 Initial Service Conversion Charge\*\* (T)
- \$26.00 per business line or trunk converted, non-recurring  
\$57.00 per DID CO termination per trunk, non-recurring
- 3.3 Installation Charge\*\* (T)
- \$52.50 per business line installed, non-recurring  
\$53.00 per trunk installed, non-recurring

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

<sup>2</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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Doug Funsch  
Chief Financial Officer  
433 E. Las Colinas Blvd., Suite 500  
Irving, Texas 75039

## SECTION 3 - RATES - BUSINESS SERVICES (CONT'D)

(T)

3.4 Features\*\*

(T)

|                                           | Monthly Recurring<br><u>Charge</u> | Non Recurring<br><u>Charge</u> | Per Usage<br><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                         | \$2.00                     |
| Three-way Conference Calling              | \$3.75                             | \$12.25                        | \$2.00                     |
| Hunting-per Business Line                 | \$6.00                             | \$12.25                        | \$0.00                     |
| Hunting-per Analog Trunk                  | \$7.50                             | \$12.25                        | \$0.00                     |
| 3 <sup>rd</sup> # Billed/Collect Blocking | \$7.00                             | \$12.25                        | \$0.00                     |
| Call Forward Variable                     | \$4.50                             | \$12.25                        | \$0.00                     |
| Call Forward Busy Line                    | \$6.00                             | \$12.25                        | \$0.00                     |
| Call Forward Don't Answer                 | \$3.75                             | \$12.25                        | \$0.00                     |
| Call Forward Busy Line/Don't Answer       | \$9.00                             | \$12.25                        | \$0.00                     |
| Call Waiting                              | \$7.00                             | \$12.25                        | \$0.00                     |
| Speed Dial                                | \$2.75                             | \$12.25                        | \$0.00                     |
| Speed Dial, Expanded                      | \$4.25                             | \$12.25                        | \$0.00                     |
| Caller ID (Name and Number)               | \$7.50                             | \$12.25                        | \$0.00                     |
| Vanity Number                             | \$9.25                             | \$230.00                       | \$0.00                     |
| Ground Start                              | \$0.00                             | \$12.25                        | \$0.00                     |
| Toll Restrict Blocking                    | \$4.75                             | \$26.00                        | \$0.00                     |
| Third # and Collect Blocking              | \$7.00                             | \$12.25                        | \$0.00                     |
| Change Call Blocking                      | \$0.00                             | \$0.00                         | \$0.00                     |
| Change Class Blocking                     | \$0.00                             | \$12.25                        | \$0.00                     |
| Call Forward w/ Remote Access             | \$7.75                             | \$12.25                        | \$0.00                     |
| Per Use Blocking                          | \$0.00                             | \$12.25                        | \$0.00                     |

3.5 DID Number Groups\*\*

(T)

|                      | Monthly Recurring Charge | Non-recurring Charge |
|----------------------|--------------------------|----------------------|
| 20 numbers per group | \$2.75                   | \$18.75              |

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## SECTION 3 - RATES – BUSINESS SERVICES (CONT'D)

(T)

3.6 Directory Listings\*\*

(T)

|                         | Monthly Recurring Charge | Non - Recurring Charge |
|-------------------------|--------------------------|------------------------|
| Primary Listing         | \$0.00                   | \$0.00                 |
| Additional Listing      | \$2.75                   | \$20.75                |
| Cross Reference Listing | \$2.75                   | \$20.75                |
| Extra Line Listing      | \$2.75                   | \$20.75                |
| Foreign Listing         | \$2.75                   | \$20.75                |
| Non-Published Listing   | \$1.70                   | \$20.75                |
| Non-Listed Number       | \$1.35                   | \$20.75                |

3.7 Local Directory Assistance

\$0.59 per call

3.8 Directory Assistance Call Completion\$0.35 per call<sup>3</sup>3.9 Operator Services

|                                                 | surcharge | per minute charge |
|-------------------------------------------------|-----------|-------------------|
| Third Party Billing                             | \$1.30    | \$.2700           |
| Collect                                         | \$1.30    | \$.2700           |
| Person to Person                                | \$3.50    | \$.2700           |
| Busy Line Verification                          | \$1.40    | \$.0000           |
| Busy Line Verification 3 <sup>rd</sup> # Billed | \$2.75    | \$.0000           |
| Busy Line Verification w/Interrupt              | \$2.75    | \$.0000           |

3.10 Presubscription

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

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only.

(N)

<sup>3</sup> Provided where facilities permit; charge in addition to charge in 3.8

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SECTION 3 - RATES – BUSINESS SERVICES (CONT'D)

(T)

3.11 Service Restoration Charge\*\*

\$55.00 per occurrence

3.12 Service Change Charge\*\*

\$27.50 per occurrence

(T)

3.13 Intercept Service\*\*

(T)

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

3.14 Time and Material Charges\*\*

(T)

|                       |         |
|-----------------------|---------|
| Trip Charge           | \$61.00 |
| Each 15 min increment | \$16.00 |

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(N)

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## SECTION 4 - RATES – LOCAL DIGITAL SERVICE

4.1 Local Digital Service Monthly Recurring Charge\*\* (T)

ISDN-PRI – Per D Channel \$100.00

4.2 Local Digital Service Non-Recurring Charge\*\* (T)

ISDN-PRI – Per D Channel \$2500.00

4.3 Optional Features\*\* (T)

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

4.4 Presubscription\*\* (T)

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.

4.5 Miscellaneous Charges\*\* (T)

|                                  | Monthly Recurring Charge |        | Non-Recurring Charge |
|----------------------------------|--------------------------|--------|----------------------|
| Foreign Exchange Service (Per T) | \$100.00                 | \$0.00 |                      |
| Service Change Charge            | \$0.00                   |        | \$15.00              |

4.6 Directory Listings\*\* (T)

|                         | Monthly Recurring Charge | Non-Recurring Charge |
|-------------------------|--------------------------|----------------------|
| Additional Listing      | \$2.75                   | \$20.75              |
| Foreign Listing         | \$2.75                   | \$20.75              |
| Cross Reference Listing | \$2.75                   | \$20.75              |
| Non-Listed Number       | \$1.40                   | \$20.75              |
| Non-Published Number    | \$1.40                   | \$20.75              |

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**SECTION 4 - RATES – LOCAL DIGITAL SERVICE (CONT'D)**

(T)

4.7 Operator Services\*\*

(T)

|                                    | Surcharge | Per Minute |
|------------------------------------|-----------|------------|
| Third Party Billing                | \$1.30    | \$.2700    |
| Collect                            | \$1.30    | \$.2700    |
| Person to Person                   | \$3.50    | \$.2700    |
| Busy Line Verification             | \$1.40    | \$.0000    |
| Busy Line Verification w/Interrupt | \$2.75    | \$.0000    |

4.8 Local Directory Assistance\*\*

(T)

\$0.59 per call

4.9 Directory Assistance Local Call Completion\*\*

(T)

\$0.39 per call<sup>4</sup>

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only.

(N)

<sup>4</sup> Provided where facilities permit; charge in addition to charge in 4.8

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**SECTION 4 - RATES – LOCAL DIGITAL SERVICE (CONT'D)**

(T)

4.10 Time and Material Charges\*\*

(T)

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:

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.2 Basic Services and Rates**

**5.2.1 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.

**5.2.2 Trinsic Referral Program\*\***

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

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)****5.2 Basic Services and Rates, (Cont'd.)****5.2.3 Network Exchange Bundled Service, (Cont'd.)****C. Trinsic Unlimited Service<sup>1\*\*</sup> (T)**

## Package Price for Trinsic Unlimited

|                                                         |          |
|---------------------------------------------------------|----------|
| Primary Line, per month                                 | Maximums |
| UNE Zones 1, 2:                                         | \$130.00 |
| UNE Zone 3:                                             | \$130.00 |
| Secondary Line, per month                               |          |
| UNE Zones 1, 2:                                         | \$100.00 |
| UNE Zone 3:                                             | \$100.00 |
| New Service Connection Fee, one-time charge, per line # |          |
| Per Primary Line:                                       | \$130.00 |
| Per Secondary Line:                                     | \$100.00 |

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

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

1. Trinsic Unlimited includes the following:
  - (a) Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card in the Company's Alabama Tariff No. 1. Such travel card calls are not included in the monthly toll call allowance for Trinsic 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.

<sup>1</sup> This service formerly known as TrinsicHome Unlimited Service

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

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SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

5.2 Basic Services and Rates, (Cont'd.)

5.2.3 Network Exchange Bundled Service, (Cont'd.) (T)

C. Trinsic Unlimited Service<sup>1\*\*</sup>, (Cont'd.)

1. Trinsic Unlimited includes the following, (Cont'd.)

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

Secondary Line Custom Calling Features Package: Call Forwarding Variable, Call Trace, Call Waiting, Caller ID, Three-Way Calling and Speed Calling may be added for up to a maximum of \$15.00 per month.

2. Calling Features

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

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

|                                       |                   |
|---------------------------------------|-------------------|
| Monthly Recurring Charge Per Feature: | Maximum<br>\$9.00 |
|---------------------------------------|-------------------|

1 This service formerly known as TrinsicHome Unlimited Service.

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**D. Trinsic Spectrum Unlimited<sup>2\*\*</sup> (T)**

Trinsic Spectrum Unlimited 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. Trinsic Spectrum Unlimited 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**

|                                                         |          |
|---------------------------------------------------------|----------|
|                                                         | Maximums |
| Primary Line, per month                                 | \$150.00 |
| Additional Lines, per month:                            | \$150.00 |
| New Service Connection Fee, one-time charge, per line # |          |
| Per Primary Line:                                       | \$150.00 |
| Per Secondary Line:                                     | \$150.00 |

**2. Feature Packages**

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

|               |          |
|---------------|----------|
|               | Maximums |
| Monthly Rate: | \$30.00  |

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

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

2 This service formerly known as TrinsicBUSINESS Simplicity Service.

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**D. Trinsic Spectrum Unlimited, (Cont'd.)<sup>1\*\*</sup> (T)**

**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 Spectrum Unlimited Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Spectrum 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.

|                                                      |          |
|------------------------------------------------------|----------|
|                                                      | Maximums |
| Rate per minute:                                     | \$5.00   |
| Monthly Recurring Charge, Per toll free access line: | \$15.00  |
| Toll Free Service Installation: *                    | \$50.00  |
| Vanity Toll Free Number Search:                      | \$25.00  |

**4. Travel Card Service**

Trinsic Spectrum Travel Card Service is available to Trinsic Spectrum Unlimited 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.

|                  |         |
|------------------|---------|
|                  | Maximum |
| Rate Per Minute: | \$5.00  |

\* 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.

1 This service formerly known as TrinsicBUSINESS Simplicity Service.

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

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

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

F. Trinsic Value with PVA<sup>1\*\*</sup> (T)

Trinsic Value 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.

|                                                       |          |
|-------------------------------------------------------|----------|
|                                                       | Maximum  |
| Primary Line, per month                               | \$60.00  |
| Secondary Line, per month:                            | \$50.00  |
| New Service Connection Fee, one-time charge, per line |          |
| #                                                     |          |
| Per Primary Line:                                     | \$140.00 |
| Per Secondary Line:                                   | \$110.00 |

1. Value with PVA 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.
2. Intrastate long distance may be utilized with this service.

|                                         |         |
|-----------------------------------------|---------|
|                                         | Maximum |
| Direct Dial rate per minute:            | \$0.15  |
| Call completion through PVA per minute: | \$0.15  |

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

1 This service formerly known as TrinsicHOME Select with PVA.

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**F. Trinsic Value with PVA<sup>1\*\*</sup>, (Cont'd.) (T)**

**3. Calling Features**

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

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

|                                       |                   |
|---------------------------------------|-------------------|
| Monthly Recurring Charge Per Feature: | Maximum<br>\$9.00 |
|---------------------------------------|-------------------|

1 This service formerly known as TrinsicHOME Select with PVA.

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

5.2 Basic Services and Rates, (Cont'd.)

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

G. ISP Service Plan\*\* (T)

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.

\*\*Effective April 3, 2015, this service is grandfathered and available to existing Customers only. (N)

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.2.5 Affinity Pricing Plan - Trinsic Discount Program\*\***

(T)

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. 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.

\*\* Effective April 3, 2015, this service is grandfathered and available to existing Customers only.

(N)

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.2.6 Trinsic Spectrum Local Plus PPS\*\* (T)**

Trinsic Spectrum Local Plus PPS is a local exchange service for small business Customers consisting of a local exchange line with unlimited local calling for a monthly recurring charge. Calling features are offered as a Feature Pack or on an individual basis for an additional monthly recurring charge. Intrastate and interstate toll, toll-free and travel card services are available on a usage basis.

**A. Local Exchange Service**

**1. Local Business Line**

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

| Monthly Rate:                                                   | Maximum  |         |
|-----------------------------------------------------------------|----------|---------|
|                                                                 | Qwest    | Verizon |
| UNE Zone 1:                                                     | \$55.00  | N/A     |
| UNE Zone 2:                                                     | \$55.00  | N/A     |
| UNE Zone 3:                                                     | \$55.00  | N/A     |
| Service Connection Fee, one-time charge per line 1<br>Per Line: | \$100.00 | N/A     |

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 4.6.6 of this tariff.

| Monthly Recurring Charge Per Feature:                  | Maximum |         |
|--------------------------------------------------------|---------|---------|
|                                                        | Qwest   | Verizon |
| Monthly Recurring Charge Per Feature:                  | \$6.00  | N/A     |
| Monthly Recurring Charge, Feature Pack (3 or<br>more): | \$20.00 | N/A     |

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)****5.2 Basic Services and Rates, (Cont'd.)****5.2.6 Trinsic Spectrum Local Plus PPS, (Cont'd.)****F. Calling Features, (Cont'd.)**

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

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

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

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

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.

|                         | Maximum |         |
|-------------------------|---------|---------|
|                         | Qwest   | Verizon |
| Monthly Rate, per line: | \$30.00 | N/A     |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

## 5.3 Miscellaneous Services and Rates

## 5.3.1 Service Order and Change Charges\*\* (T)

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

## A. Service Order Charges

|                                                          | Maximum Rates  |               |
|----------------------------------------------------------|----------------|---------------|
|                                                          | Residence<br># | Business<br># |
| Primary and Secondary Service Connection Charge          |                |               |
| Transfer of Service Charge, Primary Line                 | \$110.00       | \$130.00      |
| Transfer of Service Charge, Secondary Line               | \$110.00       | \$130.00      |
| Technician Dispatch Charge (or Trouble Isolation Charge) | \$160.00       | \$160.00      |
| Service Order Charge                                     | \$30.00        | \$30.00       |
| Toll Free Directory Listing                              | \$20.00        | \$20.00       |
| Missed Appointment Charge                                | N/A            | \$200.00      |
| Set-Up Fee                                               | \$20.00        | N/A           |

## B. Change Order Charges:

|                                         | Maximum Rates |          |
|-----------------------------------------|---------------|----------|
|                                         | Residence     | Business |
| Telephone Number Change Order           | \$20.00       | \$55.00  |
| Feature or Feature Pack Change Order    | \$20.00       | \$55.00  |
| Toll Restriction Fee Order              | \$20.00       | \$55.00  |
| Long Distance Minutes Pack Change Order | \$20.00       | \$55.00  |
| Listing Change Charge                   | \$20.00       | \$55.00  |
| Home Edition Change Charge              | \$20.00       | \$55.00  |

# Service Connection Fees are listed with the rates for the specific service tariffed.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.3.1 Service Order and Change Charges\*\*, (Cont'd.) (T)**

**C. Record Change Charges**

|                     | Maximum Rates |          |
|---------------------|---------------|----------|
|                     | Residence     | Business |
| Billing Name Change | \$15.00       | \$17.00  |

**D. Miscellaneous Charges**

|                    | Maximum Rates |          |
|--------------------|---------------|----------|
|                    | Residence     | Business |
| Duplicate Invoice  | \$25.00       | \$25.00  |
| Call Detail Report | \$25.00       | \$25.00  |

**E. Service Order Charges - Definitions**

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.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

**5.3 Miscellaneous Services and Rates, (Cont'd.) (T)**

**5.3.2 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.

|                        | Maximum Rates |          |
|------------------------|---------------|----------|
|                        | Residence     | Business |
| Per occasion, per line | \$50.00       | \$110.00 |

**5.3.3 Temporary Suspension/Restoration of Service\*\* (T)**

Upon the request of the customer, service may be temporarily suspended. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension.

|                                         | Maximum Rates                |          |
|-----------------------------------------|------------------------------|----------|
|                                         | Residence                    | Business |
| Nonrecurring charge, per line suspended | \$20.00                      | \$55.00  |
| Recurring charge, per line suspended    | 50% of regular service rates |          |
| Nonrecurring charge, per line restored  | \$20.00                      | \$55.00  |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

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

## 5.3.5 Optional Calling Features\*\*, (Cont'd.) (T)

## B. Maximum Rates

| Feature                                  | Residential  |         | Business     |         |
|------------------------------------------|--------------|---------|--------------|---------|
|                                          | Per Use      | Monthly | Per Use      | Monthly |
| Call Tracing - per use                   | \$4.00       | \$12.00 | \$4.00       | \$12.00 |
| Repeat Call (*66) - per use              | \$1.50       | \$12.00 | \$1.50       | \$12.00 |
| Return Call (*69) - per use              | \$1.50       | \$12.00 | \$1.50       | \$12.00 |
| Caller Identification Blocking, per call | No charge    | n/a     | No charge    | n/a     |
| Three Way Calling - per use              | \$1.50       | \$12.00 | \$1.50       | \$12.00 |
| Caller Identification Blocking, per line | Nonrecurring |         | Nonrecurring |         |
| First Time request                       | \$16.00      |         | \$20.00      |         |
| Subsequent request                       | \$16.00      |         | \$20.00      |         |
| Call Blocking                            | Per Month    | Monthly | Per Month    | Monthly |
| VIP Alert                                | \$6.00       | N/A     | \$6.00       | N/A     |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

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

## 5.3.9 Directory Listing Service, (Cont'd.)

## C. Maximum Rates and Charges\*\* (T)

|                                   | Per Month |
|-----------------------------------|-----------|
| Primary Listings                  | \$0.00    |
| Change in Primary Listing         |           |
| Business, each                    | ----      |
| Residence, each                   | ----      |
| Additional Listings               |           |
| Business, each                    | \$6.00    |
| Residence, each                   | \$3.00    |
| Nonlisted Service                 |           |
| Business, each                    | \$3.00    |
| Residence, each                   | \$3.00    |
| Nonpublished Service              |           |
| Business, each                    | \$3.60    |
| Residence, each                   | \$3.80    |
| Toll-Free Directory Listings      |           |
| Business, each                    | \$30.00   |
| Residence, each                   | N/A       |
| Straight Line Under Listings      |           |
| Business, each                    | \$10.00   |
| Residence, each                   | N/A       |
| Captions and Subcaptions Listings |           |
| Business, each                    | \$10.00   |
| Residence, each                   | N/A       |

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 10.2.1 of this tariff.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.3.11 Intercept Referral Service\*\***

(T)

**A. General**

Intercept Referral Service is a service used when a Customer disconnects service or changes telephone numbers. Calls to the intercepted telephone number are referred to an operator or a recorded message. Intercept services are offered for periods up to three (3) months for residential Customers and up to twelve (12) months for business Customers. Service is available subject to the availability of facilities and the disconnected number. The following Intercept services are available.

Basic Intercept Referral Service - Basic Intercept Service includes all intercept recordings that do not provide the new telephone number information.

New Number Referral Service - New Number Referral Service includes all intercept recordings that provide the new telephone number information.

Split Referral Intercept Service - Split Referral Intercept Service provides for calls to the disconnected number to be routed to the operator who will challenge the incoming call and provide the new number information dependent on the caller's response. The minimum billing period for this service is three months.

**B. Maximum Rates**

Basic Intercept Service is provided at no charge.

New Number Referral Service is provided at no charge.

|               | Split Referral Intercept Service |           |
|---------------|----------------------------------|-----------|
|               | Business                         | Residence |
| Three months  | \$250.00                         | \$80.00   |
| Six months    | \$490.00                         | n/a       |
| Nine months   | \$730.00                         | n/a       |
| Twelve months | \$980.00                         | n/a       |

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.3.12 Toll Restriction Service\*\* (T)**

Provides for Exchange Access lines or trunks to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. This service is offered subject to the availability of facilities to individual line residence, individual line business and dial switching type customers. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.

Toll Restriction may include Billed Number Screening (BNS) for residential customers. BNS prohibits collect and/or third number billed calls from being charged to BNS equipped numbers. Some calls, originating from locations that do not have screening capabilities, may not be capable of being intercepted and denied. These calls will be billed to the customer if completed.

**A. Maximum Rates**

|                               | Residence | Business |
|-------------------------------|-----------|----------|
| Nonrecurring charge, per line | \$12.00   | \$55.00  |
| Monthly, per line             | -----     | \$10.00  |

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

**5.3.13 900 Service Access Restriction\*\* (T)**

900 Service Access Restriction enables residence or business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose this service will also be restricted from calling calls with the prefix of 976 and 676. This service is offered only where facilities permit and is only available on direct dialed calls.

**A. Maximum Rates**

|                               | Residence | Business |
|-------------------------------|-----------|----------|
| Nonrecurring charge, per line | \$0.00    | \$0.00   |
| Monthly rate, per line        | \$0.00    | \$0.00   |

**5.3.14 Blocking for 10XXX1+/10XXX011+\*\* (T)**

This service prevents 10XXX1+ and 10XXX011+ calls from being completed and is offered subject to the availability of facilities. Provision of this service does not alleviate customer responsibility for completed toll calls.

**A. Maximum Rates**

|                            | Nonrecurring<br>Charge | Monthly<br>Charge |
|----------------------------|------------------------|-------------------|
| Per line or trunk arranged | \$6.00                 | \$0.20            |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

## 5.8 Current Price List

## 5.8.1 Basic Services and Rates

## A. Network Exchange Bundled Service\*\* (T)

## 1. TrinsicUnlimited Service

## Package Price for Trinsic Unlimited

|                                                                    |         |
|--------------------------------------------------------------------|---------|
| Primary Line, per month                                            |         |
| UNE Zones 1, 2:                                                    | \$65.19 |
| UNE Zone 3:                                                        | \$85.89 |
| Secondary Line, per month                                          |         |
| UNE Zones 1, 2:                                                    | \$39.33 |
| UNE Zone 3:                                                        | \$60.03 |
| New Service Connection Fee, one-time charge, per line <sup>#</sup> |         |
| Per Primary Line:                                                  | \$69.99 |
| Per Secondary Line:                                                | \$55.00 |

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

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

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**A. Network Exchange Bundled Service\*\*, (Cont'd.) (T)**

**1. TrinsicUnlimited Service, (Cont'd.)**

**(a) Trinsic Unlimited includes the following:**

- I. Unlimited toll calling.** For toll calls placed away from home, see Trinsic Travel Card in the Company's Arizona Tariff No. 3. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited.
- II. Local line and unlimited local calling**
- III. Primary Line Custom Calling Features Package:** Call Forwarding Variable, Caller ID with Name, Call Waiting with Caller ID with Name, Call Trace, Three-Way Calling and Speed Calling included at no charge.

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

**(b) Calling Features**

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

Distinctive Ring:

Monthly Recurring Charge Per Feature: \$3.00

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**A. Network Exchange Bundled Service\*\*, (Cont'd.) (T)**

**2. Trinsic Spectrum Unlimited, (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 |
|------------------|---------|

\* 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.)**

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

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

**A. Network Exchange Bundled Service\*\*, (Cont'd.) (T)**

**4. Trinsic Value with PVA**

Trinsic Value 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.

|                                                         |         |
|---------------------------------------------------------|---------|
| Primary Line, per month                                 |         |
| UNE Zone 1:                                             | \$34.14 |
| UNE Zone 2:                                             | \$35.18 |
| UNE Zone 3:                                             | \$55.88 |
| Secondary Line, per month                               |         |
| UNE Zone 1:                                             | \$28.98 |
| UNE Zone 2:                                             | \$30.02 |
| UNE Zone 3:                                             | \$50.00 |
| New Service Connection Fee, one-time charge, per line # |         |
| Per Primary Line:                                       | \$69.99 |
| Per Secondary Line:                                     | \$55.00 |

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**A. Network Exchange Bundled Service\*\*, (Cont'd.) (T)**

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

**(a) Value with PVA includes the following:**

- I. Local line and unlimited local calling**
- II. Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Variable, Call Forwarding Busy No Answer.**
- III. 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.**

**(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) Calling Features**

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

Distinctive Ring:

Monthly Recurring Charge Per Feature: \$3.00

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**C. Trinsic Spectrum Local Plus PPS\*\* (T)**

**1. Local Exchange Service**

**(a) Local Business Line**

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

|                                                    |         |         |
|----------------------------------------------------|---------|---------|
| Monthly Rate:                                      | Qwest   | Verizon |
| UNE Zone 1:                                        | \$26.00 | N/A     |
| UNE Zone 2:                                        | \$26.00 | N/A     |
| UNE Zone 3:                                        | \$26.00 | N/A     |
| Service Connection Fee, one-time charge per line 1 |         |         |
| Per Line:                                          | \$49.99 | N/A     |

**(b) Calling Features**

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

|                                                     |        |         |
|-----------------------------------------------------|--------|---------|
| Monthly Recurring Charge Per Feature:               | Qwest  | Verizon |
|                                                     | \$3.00 | N/A     |
| Monthly Recurring Charge, Feature Pack (3 or more): | \$9.00 | N/A     |

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

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**C. Trinsic Spectrum Local Plus PPS\*\*, (Cont'd.) (T)**

**2. Trinsic Spectrum Local Plus PPS Toll Service**

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Arizona Tariff No. 3.

**3. Trinsic Spectrum Local Plus PPS Toll Free Service**

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Arizona Tariff No. 3.

**4. Trinsic Spectrum Local Plus PPS Travel Card Service**

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Arizona Tariff No. 3.

**5. Business Network Service**

For a full description of the long distance portion of Trinsic Spectrum Local Plus PPS please see the Company's Arizona Tariff No. 3.

**6. Remote Call Forwarding (RCF) Service\*\* (T)**

|                         |         |         |
|-------------------------|---------|---------|
|                         | Qwest   | Verizon |
| Monthly Rate, per line: | \$15.00 | N/A     |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

## 5.8 Current Price List, (Cont'd.)

## 5.8.2 Miscellaneous Services and Rates

## A. Service Order and Change Charges\*\* (T)

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

|                                                          | Residence | Business  |
|----------------------------------------------------------|-----------|-----------|
| Service Order Charges                                    |           |           |
| Primary and Secondary Service Connection Charge*         | #         | #         |
| Transfer of Service Charge, Primary Line                 | \$89.99   | \$49.99   |
| Transfer of Service Charge, Secondary Line               | \$75.00   | \$49.99   |
| Technician Dispatch Charge (or Trouble Isolation Charge) | \$69.99   | \$160.00  |
| Service Order Charge                                     | N/A       | \$9.99    |
| Toll Free Directory Listing                              | N/A       | \$10.00   |
| Missed Appointment Charge                                | N/A       | \$100.00  |
| Set-Up Fee                                               | \$4.95    | N/A       |
| Change Order Charges:                                    |           |           |
| Telephone Number Change Order                            | \$9.99    | \$9.99    |
| Feature or Feature Pack Change Order                     | \$9.99    | \$9.99    |
| Toll Restriction Fee 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    | \$9.99    |
| Record Change Charges:                                   |           |           |
| Billing Name Change                                      | No charge | No charge |
| Miscellaneous Charges                                    |           |           |
| Duplicate Invoice                                        | \$5.00    | \$5.00    |
| Call Detail Report                                       | \$5.00    | \$5.00    |

# Service Connection Fees are listed with the rates for the specific service tariffed.

\* This charge not applicable where a Service Connection Fee is listed for a specific service such as Network Bundled Service.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**B. Restoration of Service\*\* (T)**

|                        |           |          |
|------------------------|-----------|----------|
|                        | Residence | Business |
| Per occasion, per line | \$35.00   | \$49.99  |

**C. Temporary Suspension/Restoration of Service\*\* (T)**

|                                         |                              |          |
|-----------------------------------------|------------------------------|----------|
|                                         | Residence                    | Business |
| Nonrecurring charge, per line suspended | \$10.00                      | \$27.50  |
| Recurring charge, per line suspended    | 50% of regular service rates |          |
| Nonrecurring charge, per line restored  | \$10.00                      | \$27.50  |

**D. Public Telephone Surcharge\*\* (T)**

|                |           |          |
|----------------|-----------|----------|
|                | Residence | Business |
| Rate Per Call: | \$0.60    | \$0.45   |

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**E. Optional Calling Features\*\***

(T)

| Feature                                  | Residential  |         | Business     |         |
|------------------------------------------|--------------|---------|--------------|---------|
|                                          | Per Use      | Monthly | Per Use      | Monthly |
| Call Tracing - per use                   | \$2.00       | N/A     | \$2.00       | N/A     |
| Repeat Call - per use                    | \$0.75       | \$6.00  | \$0.75       | \$6.00  |
| Return Call - per use                    | \$0.75       | \$6.00  | \$0.75       | \$6.00  |
| Three-Way Calling, per use               | \$0.75       | \$6.00  | \$0.75       | \$6.00  |
| Caller Identification Blocking, per call | No charge    |         | No charge    |         |
| Caller Identification Blocking, per line | Nonrecurring |         | Nonrecurring |         |
| First Time request                       | \$0.00       |         | \$0.00       |         |
| Subsequent request                       | \$8.00       |         | \$10.95      |         |
|                                          | Per Month    | Monthly | Per Month    | Monthly |
| Call Blocking                            | \$3.00       | N/A     | \$3.00       | N/A     |
| VIP Alert                                | \$3.00       | N/A     | \$3.00       | N/A     |

**F. Directory Assistance Services\*\***

(T)

|                                         | Per query   |          |
|-----------------------------------------|-------------|----------|
|                                         | Residential | Business |
| 1. Basic Directory Assistance           |             |          |
| Local Directory Assistance              |             |          |
| Direct dialed (in excess of allowance)  | \$0.99      | \$0.85   |
| Via operator (no allowance)             | \$1.50      | \$1.50   |
| 2. Directory Assistance Call Completion |             |          |
| Per completed call                      | \$0.30      | \$0.30   |
| 3. National Directory Assistance        | \$1.25      | \$0.95   |
| 4. PVA - Directory Assistance           | \$0.72      | \$0.72   |

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**G. Local Operator Service\*\* (T)**

Local and IntraLATA Per Call Service Charges:

|                                                |        |
|------------------------------------------------|--------|
| Customer Dialed Calling Card                   | \$0.50 |
| Customer Dialed/Operator Assisted Calling Card | \$0.85 |
| Operator Dialed Calling Card                   | \$1.30 |
| Collect                                        | \$1.30 |
| Third Party Billed                             | \$1.30 |
| Person-to-Person                               | \$3.50 |

**H. Busy Line Verification and Emergency Interrupt Service\*\* (T)**

|                                     |          |
|-------------------------------------|----------|
|                                     | Per call |
| Busy Line Verification, per request | \$2.25   |
| Emergency Interruption              | \$3.00   |

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## SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)

## 5.8 Current Price List, (Cont'd.)

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

## I. Directory Listing Service\*\*

(T)

|                                      | Per Month |          |
|--------------------------------------|-----------|----------|
|                                      | Qwest     | Verizon  |
| Primary Listings                     | \$0.00    | \$0.00   |
| Change in Primary Listing            |           |          |
| Business, each                       | ----      | ----     |
| Residence, each                      | ----      | ----     |
| Additional Listings                  |           |          |
| Business, each                       | \$2.00    | \$2.00   |
| Residence, each                      | \$2.00    | \$2.00   |
| Nonlisted Service                    |           |          |
| Business, each                       | \$2.00    | \$2.00   |
| Residence, each                      | \$2.00    | \$2.00   |
| Nonpublished Service                 |           |          |
| Business, each                       | \$2.00    | \$2.00   |
| Residence, each                      | \$2.00    | \$2.00   |
| Toll-Free Directory Listings, each   |           |          |
| Business, each                       | \$ 15.00  | \$ 15.00 |
| Residence, each                      | N/A       | N/A      |
| Non-recurring charge (Business only) | \$10.00   | \$10.00  |
| Straight Line Under Listings         |           |          |
| Business, each                       | \$ 2.00   | \$ 2.00  |
| Residence, each                      | N/A       | N/A      |
| Captions and Subcaptions Listings    |           |          |
| Business, each                       | \$ 2.00   | \$ 2.00  |
| Residence, each                      | N/A       | N/A      |

For non-recurring charges associated with a customer-initiated change in a directory listing.

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**J. Carrier Presubscription\*\* (T)**

Nonrecurring Charges

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

**K. Intercept Referral Service\*\* (T)**

Basic Intercept Service is provided at no charge.

New Number Referral Service is provided at no charge.

|               | Split Referral Intercept Service |           |
|---------------|----------------------------------|-----------|
|               | Business                         | Residence |
| Three months  | \$125.00                         | \$40.00   |
| Six months    | \$245.00                         | n/a       |
| Nine months   | \$365.00                         | n/a       |
| Twelve months | \$490.00                         | n/a       |

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**SECTION 5 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

|           |                                         |                        |                   |
|-----------|-----------------------------------------|------------------------|-------------------|
| <b>L.</b> | <b>Toll Restriction Service**</b>       |                        | <b>(T)</b>        |
|           |                                         | Residence              | Business          |
|           | Nonrecurring charge, per line           | \$6.00                 | \$27.50           |
|           | Monthly, per line                       | -----                  | \$5.00            |
| <b>M.</b> | <b>900 Service Access Restriction</b>   |                        | <b>(T)</b>        |
|           |                                         | Residence              | Business          |
|           | Nonrecurring charge, per line           | \$0.00                 | \$0.00            |
|           | Monthly rate, per line                  | \$0.00                 | \$0.00            |
| <b>N.</b> | <b>Blocking for 10XXX1+/10XXX011+**</b> |                        | <b>(T)</b>        |
|           |                                         | Nonrecurring<br>Charge | Monthly<br>Charge |
|           | Per line or trunk arranged              | \$3.00                 | \$0.10            |
| <b>O.</b> | <b>Returned Check Charge</b>            |                        |                   |
|           | Per dishonored check returned           |                        | \$25.00           |

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