
This Matrix Telecom, Inc. d/b/a Matrix Business Technologies d/b/a Trinsic Communications tariff Connecticut P.U.C. No. 5 replace in its entirety Matrix d/b/a Matrix Business Technologies tariff Connecticut P.U.C. No. 3.

LOCAL EXCHANGE
TELECOMMUNICATIONS SERVICES TARIFF
OF
MATRIX TELECOM, INC.
D/B/A MATRIX BUSINESS TECHNOLOGIES
D/B/A TRINSIC COMMUNICATIONS
FOR THE STATE OF CONNECTICUT

Issued: November 8, 2007

Effective: November 13, 2007

By:

Scott Klopach,
Vice President of Regulatory Affairs and General Counsel
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Dallas, TX 75230

CT10702

TABLE OF CONTENTS

APPLICATION OF TARIFF	6
EXPLANATION OF SYMBOLS	7
CHECK SHEET	8
TARIFF FORMAT	11
EXPLANATION OF TERMS	12
Section 1 - Regulations	19
1.1 Undertaking of the Company	19
1.2 Terms and Conditions	20
1.3 Notification of Service Affecting Activities	21
1.4 Provision of Equipment and Facilities	22
1.5 Liability of the Company	24
1.6 Directory Listings	29
1.7 Interruptions in Service	30
1.8 Obligations of the Customer	32
1.9 Payment Arrangements	36
1.10 Discontinuance of Service	39
1.11 Restoration of Service	41
1.12 Transfers and Assignments	42
1.13 Notices and Communications	42
1.14 Promotional Offers	43
1.15 Individual Case Basis (ICB) Arrangements	43
1.16 Customer Service	43
1.17 Telephone Relay Service for the Hearing Impaired	43
1.18 Pro-rating	43

Issued: November 8, 2007

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By:

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Dallas, TX 75230

CT10702

TABLE OF CONTENTS, (CONT'D.)

Section 2 - Service Descriptions	44
2.1 Local Services	44
2.2 Features	48
2.3 Directory Listings	50
2.4 Directory Assistance	51
2.5 Operator services	52
2.6 Presubscription	53
2.7 Service Restoration Charge	54
2.8 Vanity Number	55
2.9 Private Branch Exchange (PBX) Service	56
2.10 Direct Inward Dial (DID) Service	57
2.11 Moves, Adds and Changes	58
2.12 Measurement of Service	59

Issued: November 8, 2007

Effective: November 13, 2007

By:

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7171 Forest Lane, Suite 700
Dallas, TX 75230

CT10702

TABLE OF CONTENTS, (CONT'D.)

Section 3 - Price List - Business Services	60
3.1 Business Service Monthly Recurring Charge	60
3.2 Initial Service Conversion	60
3.3 Installation Charge	60
3.4 Features - Business Line	61
3.5 Features - Analog PBX Trunk	62
3.6 DID Number Groups	63
3.7 Directory Listings	63
3.8 Local Directory Assistance	63
3.9 Directory Assistance Call Completion	63
3.10 Operator Services	64
3.11 Presubscription	64
3.12 Service Restoration Charge	65
3.13 Service Change Charge	65
3.14 Intercept Service	65
3.15 Time and Material Charges	65

Issued: November 8, 2007

Effective: November 13, 2007

By:

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7171 Forest Lane, Suite 700
Dallas, TX 75230

CT10702

TABLE OF CONTENTS, (CONT'D.)

Section 4 - Price List - Local Digital Service	66
4.1 LDS Monthly Recurring Charge	66
4.2 LDS Nonrecurring Charge	66
4.3 Optional Features	66
4.4 Presubscription	66
4.5 Miscellaneous Charges	66
4.6 Directory Listings	66
4.7 Operator Services	67
4.8 Local Directory Assistance	67
4.9 Directory Assistance Call Completion	67
4.10 Time and Material Charges	68
Section 5 - Toll Services	69
5.1 Descriptions of Service	69
5.2 Rates	82

Issued: November 8, 2007

Effective: November 13, 2007

By:

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7171 Forest Lane, Suite 700
Dallas, TX 75230

CT10702

TABLE OF CONTENTS, (CONT'D.)

Section 6 - Trinsic Products	95
6.1 Service Areas	95
6.2 Basic Services and Rates	96
6.3 Miscellaneous Services and Rates	123
6.4 Long Distance Services	155
6.5 Access Services	163
6.6 Special Arrangements	163
6.7 Promotional Offerings	164
6.8 Grandfathered Services	167
Section 7 - Touch One Products	179
7.1 Description of Services	179
7.2 Rates	189
7.3 Promotional Offerings	199

Issued: November 8, 2007

Effective: November 13, 2007

By:

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Dallas, TX 75230

CT10702

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 d/b/a Trinsic Communications ("the Company") in the serving areas defined herein.

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

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CT10702

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 but no change in rate or regulation.

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CT10702

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	*
17	Original	*	48	Original	*	78	Original	*
18	Original	*	49	Original	*	79	Original	*
19	Original	*	50	Original	*	80	Original	*
20	Original	*	51	Original	*	81	Original	*
21	Original	*	52	Original	*	82	Original	*
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	*						

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Issued: November 8, 2007

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Dallas, TX 75230

CT10702

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	*
98	Original	*	128	Original	*	158	Original	*
99	Original	*	129	Original	*	159	Original	*
100	Original	*	130	Original	*	160	Original	*
101	Original	*	131	Original	*	161	Original	*
102	Original	*	132	Original	*	162	Original	*
103	Original	*	133	Original	*	163	Original	*
104	Original	*	134	Original	*	164	Original	*
105	Original	*	135	Original	*	165	Original	*
106	Original	*	136	Original	*	166	Original	*
107	Original	*	137	Original	*	167	Original	*
108	Original	*	138	Original	*	168	Original	*
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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CT10702

CHECK SHEET, (CONT'D.)

PAGE	REVISION		PAGE	REVISION	PAGE	REVISION
181	Original	*				
182	Original	*				
183	Original	*				
184	Original	*				
185	Original	*				
186	Original	*				
187	Original	*				
188	Original	*				
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191	Original	*				
192	Original	*				
193	Original	*				
194	Original	*				
195	Original	*				
196	Original	*				
197	Original	*				
198	Original	*				
199	Original	*				

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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).(I)
- D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet will accompany the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current Revision Number. When new pages are added, the Check Sheet is changed to reflect that revision. All revisions made in a given filing are designated by an asterisk (*). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

EXPLANATION OF TERMS

ACCESS LINE

An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access which connects a customer's location to Carrier's location or switching center.

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.

AUTOMATIC NUMBERING IDENTIFICATION (ANI)

A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

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.

EXPLANATION OF TERMS, (CONT'D.)

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.

CUSTOMER PREMISES

A location designated by the Customer for the purposes of connecting to the Company's services.

D.P.U.C.

Connecticut Department of Public Utility Control, unless other indicated by the context.

EMERGENCY

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

EXPLANATION OF TERMS, (CONT'D.)

EMERGENCY SERVICE (ENHANCED 911)

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

E911 SERVICE AREA

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

E911 CUSTOMER

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

ERROR

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

EXCHANGE

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

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

FINAL ACCOUNT

A customer's outstanding charges still owed to the Company.

EXPLANATION OF TERMS, (CONT'D.)

INVESTIGATIVE OR LAW ENFORCEMENT OFFICER

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

LAST NUMBER REDIAL

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

LATA

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

LOCAL CALL

A call which is not rated as a long distance call.

LOCAL CALLING AREA

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

LOCAL EXCHANGE CARRIER

A company that furnishes exchange telephone service.

EXPLANATION OF TERMS, (CONT'D.)

LOCAL SERVICE

Telephone exchange service within a local calling area.

MONTHLY RECURRING CHARGES (MRC)

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

MOVE

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

NONRECURRING CHARGE (NRC)

The initial charge, usually assessed on a one- time basis, to initiate and establish service.

PBX

A private branch exchange.

PRESUBSCRIPTION

An arrangement whereby a Customer may select and designate to the Company an Exchange Carrier it wished 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.

EXPLANATION OF TERMS, (CONT'D.)

RATE CENTER

Company-designated service locations from which service is rendered or rated.

RECURRING CHARGES

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

SERVICE COMMENCEMENT DATE

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

SERVICE ORDER

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

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

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.

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EXPLANATION OF TERMS, (CONT'D.)

TELEPHONE CALL

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

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TOLL BLOCKING

Allows end users to block direct-dialed long distance calls from their telephones.

TOLL CALL

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

USER

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

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SECTION 1 – REGULATIONS

1.1 Undertaking of the Company

The Company undertakes to provide the services in this tariff on the terms and conditions and at the rates and charges set forth herein.

The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers.

The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.

The Company will comply with any applicable quality of service requirements according to Connecticut Department of Public Utility Control laws and rules.

The Company will provide its customers access to 911 or enhanced 911 service (where available).

SECTION 1 – REGULATIONS, (CONT'D.)

1.2 Terms and Conditions

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.

This tariff shall be interpreted and governed by the laws of the State of Connecticut without regard for the State's choice of laws provisions.

Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

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.

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.

Customer shall not connect any equipment to the Company's network, except with at least ten (10) days prior written notice to the Company.

SECTION 1 – REGULATIONS, (CONT'D.)

1.3 Notification of Service Affecting: Activities

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.4 Provision of Equipment and Facilities

- .4.1** The Company will make reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and any liability of the Company will be limited by Section 1.5 of this tariff.
- .4.2** The Company shall use reasonable efforts to maintain the services that it furnishes to the Customer. The Customer may not rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company. The Customer may not permit others to rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the services provided by the Company, except upon the written consent of the Company.
- .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.
- .4.4** Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.

SECTION 1 – REGULATIONS, (CONT'D.)

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

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

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

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.5 Liability of the Company

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

SECTION 1 – REGULATIONS, (CONT'D.)

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

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

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

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

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

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.5.7 With Respect to Emergency Number 911 Service

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

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

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.5.8 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.
- B.** An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
- 1. Free Listings:** For free or non-charged published directory listings credit shall be given at the rate of one times the monthly tariff rate for an additional or charge listing affected for the life of the directory or the charge period during which the error, mistake or omission occurs.
 - 2. Charge Listings:** For each additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
 - 3. Operator Records:** For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/20ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

SECTION 1 – REGULATIONS, (CONT'D.)

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

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

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

1.5.9 With Respect to Caller ID Blocking

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.6 Directory Listings

- 1.6.1** The Company will, as a service to the Customer, arrange for listing of Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 1.5.8 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 1.6.2** When a Customer with a non-published telephone number, as defined herein, places a call to Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.
- 1.6.3** In conjunction with a non-published telephone number, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of such telephone number, but will not be liable should such number be divulged.
- 1.6.4** The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

SECTION 1 – REGULATIONS, (CONT'D.)

1.7 Interruptions in Service

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

1.7.1 Temporary Suspension for Repairs

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

1.7.2 Credit Allowance for Interruptions

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.7 Interruptions in Service, (Cont'd.)

1.7.3 Limitations on Credit Allowances

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.8 Obligations of the Customer

1.8.1 Customer Responsibility

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

1.8.2 Claims

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

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.8.3 Station Equipment

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

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.8.4 Interconnection of Facilities

- A.** Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. Customers 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. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under tariff only to the extent that the user is an "End User" as defined in Section 69.2 (m), Title 47, code of Federal Regulations (1992 Edition).

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.8.5 Inspections

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.9 Payment Arrangements

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

1.9.1 Taxes and Surcharges

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

1.9.2 (Reserved for Future Use)

SECTION 1 – REGULATIONS, (CONT'D.)

1.9 Payment Arrangements, (Cont'd.)

1.9.3 Bills and Collection of Charges

- A.** Bills will be rendered monthly to Customer. Fixed monthly recurring charges are billed in advance. Usage charges and minimum charges for service are billed in arrears. Customer shall be liable for all accrued local charges, directory charges, long distance charges and other charges arising prior to the service commencement date, as defined herein, and shall pay the Company for any such charges which may be assessed against the Company in any manner.
- B.** All service, installation, monthly recurring charges and non-recurring charges are due and payable upon receipt.
- C.** For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D.** Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5%, or lower if required by law, per month shall apply to amounts shown on a monthly bill which remain after the due date. The late payment charge does not apply to any taxes the Company is required by law to levy on a customer. In the event the Company incurs fees or expenses, including attorney's fees, in collecting or attempting to collect any charges owed the Company, the Customer will be liable to the Company for payment of all such fees and expenses reasonably incurred.
- E.** A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.
- F.** If Customer chooses to place information services provider (ISP) calls or receives calls via a non-Matrix Telecom affiliated carrier, customer will be liable for all charges related to such calls; including without limitation, charges billed to the Company or Customer by ISP or other carriers, plus an applicable 10 % rebilling charge.

SECTION 1 – REGULATIONS, (CONT'D.)

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

1.9.4 Disputed Bills

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

Department of Public Utility Control
Consumer Assistance
10 Franklin Square
New Britain, Connecticut 06051
Telephone 860-827-2622
Toll Free (within CT) 800-382-4586

SECTION 1 – REGULATIONS, (CONT'D.)

1.10 Discontinuance of Service

1.10.1 Discontinuance of Service by Company

- A.** The company may discontinue service to a customer without notice under the following conditions:
- 1.** in the event of tampering with the company's equipment;
 - 2.** in the event of a condition determined to be hazardous to the customer, to other customers of the company, to the company's equipment, the public, or to employees of the company; or
 - 3.** in the event of a customer's use of equipment in such a manner as to adversely affect the company's equipment or the company's service to others.
- B.** The company may discontinue service to a customer under the following conditions after giving customer five (5) days' (excluding Sundays and legal holidays) notice:
- 1.** for failure of the customer to pay a bill for service when due;
 - 2.** for failure of the customer to make proper application for service;
 - 3.** for customer's violation of any of the company's rules on file with the Commission;
 - 4.** for failure of the customer to provide the company reasonable access to its equipment and property;
 - 5.** for customer's breach of the contract for service between the company and the customer;

SECTION 1 – REGULATIONS, (CONT'D.)

1.10 Discontinuance of Service, (Cont'd.)

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

1. for failure of the customer to furnish such service, equipment, and/or rights-of-way necessary to serve said customer as shall have been specified by the utility as a condition of obtaining service; or
 2. when necessary for the utility to comply with any order or request of any governmental authority having jurisdiction.
- C. Service will not be disconnected on any Friday, Saturday, Sunday or legal holiday, or at any time when the company's business offices are not open to the public, except where an emergency exists.

1.10.2 Discontinuance of Service by Customer

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.10 Discontinuance of Service, (Cont'd.)

1.10.3 Cancellation of Application for Service

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

1.11 Restoration of Service

- 1.11.1 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.

SECTION 1 – REGULATIONS, (CONT'D.)

1.12 Transfers and Assignments

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

1.13 Notices and Communications

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

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

1.13.3 All notices or other communications required to 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.

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

SECTION 1 – REGULATIONS, (CONT'D.)

1.14 Promotional Offers

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

1.15 Individual Case Basis (ICB) Arrangements

1.15.1 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.

1.16 Customer Service

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

1.17 Telephone Relay Service for the Hearing Impaired

1.17.1 To fund the Telephone Relay Service for the Hearing Impaired, the Company will collect from the Customer a fee reflecting a percentage of the Customer's charges for intrastate services. This charge will appear as a separate line item on the Customer's bill.

1.17.2 The percentage applied to the Customer's bill will be equal to the assessment percentage paid by the Company as determined by the Connecticut Department of Public Utility Control or Department rules and may vary from time to time as required by the department.

1.18 Pro-rating

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 2 – SERVICE DESCRIPTIONS

2.1 Local Service

2.1.1 General

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

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

2.2 Features

2.2.1 General

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

A. Call Forward

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

B. Call Forward Busy Line

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

C. Call Forward Don't Answer

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

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

2.2 Features, (Cont'd.)

2.2.1 General, (Cont'd.)

D. Call Return

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

E. Call Trace

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

F. Call Transfer

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

G. Call Waiting

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

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

2.2 Features, (Cont'd.)

2.2.1 General, (Cont'd.)

H. Caller ID

Allows for the automatic delivery of a calling party's number to the called customer. The telephone number is displayed on customer-provided equipment.

I. Continuous Redial

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

J. Direct Connect Line

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

K. Hunting

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

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

2.2 Features, (Cont'd.)

2.2.1 General, (Cont'd.)

L. Remote Call Forward

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

M. Third Number/Collect Blocking

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

N. Three Way Calling

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

O. Toll Blocking

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

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

2.2 Features, (Cont'd.)

2.2.2 Terms and Conditions

- A.** Per call blocking and unblocking shall be offered at no charge. Per line blocking shall be offered at no charge for the first request of each Customer. Domestic violence programs and law enforcement agencies shall always be offered per line blocking at no charge.
- B.** The results of a call trace will be furnished only to law enforcement agencies or authorities upon proper request by them.
- C.** Disclosure of telephone number may occur when caller subscribes to Caller Identification or Automatic Call Back. Call blocking, on either a per call or per line basis, prevents the delivery of this information.

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

2.3 Directory Listings

2.3.1 Description

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

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

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

2.4 Directory Assistance

2.4.1 Description

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

2.4.2 Directory Assistance Credits

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

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

2.5 Operator Services

2.5.1 General

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

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

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

2.6 Presubscription

2.6.1 Description

A Customer may presubscribe to the intraLA T A and/or interLA T A carrier of their choice for long distance calling.

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

2.7 Service Restoration Charge

2.7.1 Description

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

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

2.8 Vanity Number

2.8.1 Description

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

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

2.9 Private Branch Exchange (PBX) Service

2.9.1 Description

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

2.9.2 Rearrangement of PBX Service

A non-reclining per account charge will apply to effect changes to a PBX trunking arrangement. Such changes may include, but are not limited to, trunk hunting sequence, a change in signaling arrangement, etc. These Rates can be found in Section 3 herein.

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

2.10 Direct Inward Dial (DID) Service¹

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

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

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

2.11 Moves, Adds and Changes

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

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

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

2.12 Measurement of Service

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

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

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

Step 3 Square the differences obtained in Step 2.

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

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

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

Formula:

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

SECTION 3 -PRICE LIST -BUSINESS SERVICES

3.1 Business Service Monthly Recurring Charge

Business Line Group A Local Only	\$41.50 per line
Business Line Group B Local Only	\$47.50 per line
Business Line Local Group A plus Long Distance ¹	\$34.50 per line
Business Line Local Group B plus Long Distance ¹	\$40.50 per line
Analog PBX Trunk Group A -Local Only	\$41.50 per trunk
Analog PBX Trunk Group B -Local Only	\$47.50 per trunk
Analog PBX Trunk Group A plus Long Distance ¹	\$34.50 per trunk
Analog PBX Trunk Group A plus Long Distance ¹	\$40.50 per trunk
Dill CO Termination	\$11.50 per trunk

3.2 Initial Service Conversion Charge

\$15.00 per line or trunk converted, non-recurring
\$675.00 first Dill CO termination per trunk, non-recurring
\$51.95 for each additional Dill CO termination per trunk

3.3 Installation Charge

\$57.00 per line or trunk installed, non-recurring

¹ When a customer chooses to use the Company's Long Distance in addition to its local service, the Customer received a \$7.00 subsidy on local service.

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

3.4 Features- Business Line

	Monthly Recurring Charge	Nonrecurring Charge	Per Usage Charge
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$0.75
Three-Way Conference Calling	\$4.50	\$28.00	\$0.00
Hunting	\$2.75	\$28.00	\$0.00
Call Forward Variable	\$4.00	\$28.00	\$0.00
Call Forward Busy Line	\$2.00	\$28.00	\$0.00
Call Forward Don't Answer	\$2.00	\$28.00	\$0.00
Call Forward Busy Line/Don't Answer	\$3.50	\$28.00	\$0.00
Remote Call Forwarding ¹	\$9.50	\$28.00	\$0.00
Call Waiting	\$4.00	\$28.00	\$0.00
Speed Dial	\$3.00	\$28.00	\$0.00
Speed Dial, Expanded	\$4.50	\$28.00	\$0.00
Caller ID (Name and Number)	\$7.00	\$28.00	\$0.00
Caller ID Blocking per line	\$1.85	\$28.00	\$0.00
Change Call Blocking	\$0.00	\$33.00	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Third Party and Collect Blocking	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$0.00	\$25.00	\$0.00
Ground Start	\$0.00	\$50.00	\$0.00
Vanity Number	\$0.00	\$28.00	\$0.00

¹ Not available in all Central Offices

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

3.5 Features -Analog PBX Trunks

	Monthly Recurring Charge	Nonrecurring Charge	Per Usage Charge
Call Return	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Hunting, per Trunk Equipped	\$2.75	\$28.00	\$0.00
Caller ID (Name and Number)-Trunk	\$7.00	\$28.00	\$0.00
Caller ID Blocking per Trunk	\$1.85	\$28.00	\$0.00
Change Call Blocking	\$0.00	\$33.00	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$0.00	\$25.00	\$0.00
Third # and Collect Blocking	\$0.00	\$0.00	\$0.00
Call Forward Variable	\$4.00	\$28.00	\$0.00
Touch Tone per Trunk Equipped	\$0.00	\$0.00	\$0.00

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

3.6 Dill Number Groups

	Monthly Recurring Charge	Nonrecurring Charge
20 Number per Group	\$8.50	\$29.95

3.7 Directory Listings

	Monthly Recurring Charge	Nonrecurring Charge
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.60	\$28.00
Cross Reference Listing	\$1.60	\$28.00
Extra Line Listing	\$1.60	\$28.00
Foreign Listing	\$1.60	\$28.00
Non-Published Listing	\$3.35	\$28.00
Non-Listed Number	\$2.00	\$28.00

3.8 Local Directory Assistance

\$0.50 per call

3.9 Directory Assistance Call Completion

\$0.35 per call¹

¹ Provided where facilities permit; charges in addition to charge in 3.8.

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

3.10 Operator Services

	Surcharge	per minute charge
Third Party Billing	\$1.75	\$.1700
Collect	\$1.75	\$.1700
Person to Person	\$3.50	\$.1700
Busy Line Verification	\$1.00	\$.0000
Busy Line Verification - 3rd # billed	\$1.00	\$.0000
Busy Line Verification w/Interrupt	\$1.00	\$.0000

3.11 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.

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

3.12 Service Restoration Charge

\$15.50 per occurrence

3.13 Service Change Charge

\$15.50 per occurrence

3.14 Intercept Service

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

3.15 Time and Material Charges

\$24.61 for first 15 minutes

\$9.46 for each additional 15 minutes

SECTION 4 -PRICE LIST -LOCAL DIGITAL SERVICE

4.1 Local Digital Service Monthly Recurring: Charge

ISDN-PRI -Per D Channel \$100.00

4.2 Local Digital Service Non-Recurring Charge

ISDN-PRI -Per D Channel \$2500.00

4.3 Optional Features

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

4.4 Presubscription

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

4.5 Miscellaneous Charges

	Monthly Recurring Charge	Nonrecurring Charge
Foreign Exchange Service (per T)	\$100.00	\$0.00
Service Change Charge	\$0.00	\$15.00

4.6 Directory Listings

	Monthly Recurring Charge	Nonrecurring Charge
Additional Listing	\$1.60	\$28.00
Extra Line Listing	\$1.60	\$28.00
Foreign Listing	\$1.60	\$28.00
Cross Reference Listing	\$1.60	\$28.00
Non-Listed Number	\$2.00	\$28.00
Non-Published Number	\$3.35	\$28.00

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SECTION 4 -PRICE LIST -LOCAL DIGITAL SERVICE, (CONT'D.)

4.7 Operator Services

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

4.8 Local Directory Assistance

\$0.40 per call

4.9 Directory Assistance Local Call Completion

\$0.35 per calls⁵

⁵ Provided where facilities permit.

SECTION 4 -PRICE LIST -LOCAL DIGITAL SERVICE, (CONT'D.)

4.10 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:

	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 - TOLL SERVICES

5.1 Description of Service

5.1.1 Timing of Calls

- A.** 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.
- B.** 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 5 - TOLL SERVICES, (CONT'D.)

5.1 Description of Service, (Cont'd.)

5.1.2 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	4,997	1,406
Difference	3,354	-879

Square and add: $11,249,316 + 772,641 = 12,021,957$

Divide by 10 and round: $12,021,957 / 10 = 1,202,195.70$
 $= 1,202,196$

Take square root and round: $\sqrt{1,202,196} = 1,096.4$
 $= 1,097$ miles

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

5.1 Description of Service, (Cont'd.)

5.1.3 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).

5.1.4 Service Offerings

A. "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 Connecticut.

1. 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 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 Telecom, Inc. 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.

2. 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 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 Telecom, Inc. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

A. "1 Plus" Long Distance Service, (Cont'd.)

3. 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 Telecom, Inc. 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.

4. 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 Telecom, Inc. 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 5 - TOLL SERVICES, (CONT'D.)

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

A. "1 Plus" Long Distance Service, (Cont'd.)

5. M84 – Matrix Silver

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 Telecom, Inc. 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.

6. M85 – Matrix Value

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 Telecom, Inc. 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 5 - TOLL SERVICES, (CONT'D.)

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

A. "1 Plus" Long Distance Service, (Cont'd.)

7. M90 – Matrix Today

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 Telecom, Inc. as the long distance carrier, and dialing 1+ the called number. Rates are set forth in the Rates section of this tariff. A monthly recurring fee applies to this product as set forth in the Rates section of this tariff.

8. 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 Telecom, Inc. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

A. "1 Plus" Long Distance Service, (Cont'd.)

9. 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 Telecom, Inc. 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.

10. 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 Telecom, Inc. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

A. "1 Plus" Long Distance Service, (Cont'd.)

11. 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 Telecom, Inc. 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.

12. 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 Telecom, Inc. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

B. 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.

C. 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 Connecticut.

1. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

C. Toll Free Service, (Cont'd.)

2. 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.

3. 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.

4. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

C. Toll Free Service, (Cont'd.)

5. 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.

D. Audio Conferencing Service

1. 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.

2. 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.

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

5.1 Description of Service, (Cont'd.)

5.1.4 Service Offerings, (Cont'd.)

D. Audio Conferencing Service, (Cont'd.)

3. 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.

4. 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.

5.1.5 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.

5.1.6 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.

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

5.1 Description of Service, (Cont'd.)

5.1.7 Special Promotional Offerings

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

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

5.2 Rates

5.2.1 "1 Plus" Long Distance Services Rates

A. 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.

B. 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 herein below.

C. 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 herein below.

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

5.2 Rates, (Cont'd.)

5.2.1 "1 Plus" Long Distance Services Rates, (Cont'd.)

D. 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.

E. 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.

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

5.2 Rates, (Cont'd.)

5.2.1 "1 Plus" Long Distance Services Rates, (Cont'd.)

F. 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.

G. 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 herein below.

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

5.2 Rates, (Cont'd.)

5.2.1 "1 Plus" Long Distance Services Rates, (Cont'd.)

H. 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 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.

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

5.2 Rates, (Cont'd.)

5.2.1 "1 Plus" Long Distance Services Rates, (Cont'd.)

I. 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	\$0.175 per minute
Dedicated	\$0.095 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.

J. 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	\$0.175 per minute
Dedicated	\$0.095 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 herein below.

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

5.2 Rates, (Cont'd.)

5.2.1 "1 Plus" Long Distance Services Rates, (Cont'd.)

K. 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	\$0.175 per minute
Dedicated	\$0.095 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 herein below.

L. 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	\$0.175 per minute
Dedicated	\$0.095 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 herein below.

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

5.2 Rates, (Cont'd.)

5.2.2 Calling Card Service Rates

A. 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.

B. 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.

5.2.3 Toll Free Service Rates

A. 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.

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

5.2 Rates, (Cont'd.)

5.2.3 Toll Free Service Rates, (Cont'd.)

B. 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	\$0.175 per minute
Dedicated	\$0.095 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

C. 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	\$0.175 per minute
Dedicated	\$0.095 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

D. 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	\$0.175 per minute
Dedicated	\$0.095 per minute

There are no monthly fees, minimums or sign-up fees associated with this rate plan.

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

5.2 Rates, (Cont'd.)

5.2.3 Toll Free Service Rates, (Cont'd.)

E. 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	\$0.175 per minute
Dedicated	\$0.095 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.

5.2.4 Audio Conferencing Rates

A. 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.

B. 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.

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

5.2 Rates, (Cont'd.)

5.2.4 Audio Conferencing Rates, (Cont'd.)

C. 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.

D. 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.

5.2.5 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.

Per Intrastate Inquiry

Directory Assistance Charge - \$1.59

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

5.2 Rates, (Cont'd.)

5.2.6 Special Rates

A. 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.

B. 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.

C. 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.

D. 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.

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

5.2 Rates, (Cont'd.)

5.2.7 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.

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

5.2 Rates, (Cont'd.)

5.2.8 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.

5.2.9 Finance Charge and Late Fee

A finance charge in the amount of 1.5% monthly will be charged on any past due balances. In addition, if the amount considered past due is greater than \$6.00, a late fee in the amount of \$10.00 will also be applied.

5.2.10 Return Check Charges

A fee of \$25.00 will be charged for each check returned.

5.2.11 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.

5.2.12 Surcharge Simplification Fee (SSF)

A monthly simplified surcharge fee in the amount of 13% of all current charges. Subscribers with this charge should not be charged any federal universal service charges.

5.2.13 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.

5.2.14 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.

SECTION 6 – TRINSIC PRODUCTS

6.1 Service Areas

6.1.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- A.** Southern New England Telephone Company
- B.** Verizon

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.2 Basic Services and Rates

6.2.1 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.2 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 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.3 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 ¹ may be available with some packages at an additional charge. The aforementioned services are only available as part of the bundled service offering and are not available on an individual service basis. Customers will be billed directly by the Company.

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

1. Primary Line

The initial residential local exchange access line per account.

2. Secondary Line

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

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

A. General

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

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

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

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

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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.3 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

A. General, (Cont'd.)

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

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

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

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.3 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.3 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

C. Trinsic Unlimited Service (1)

Package Price for Trinsic Unlimited

Primary Line, per month \$54.99

Secondary Line, per month: \$30.00

Service Connection Fee, one-time charge, per line[#]

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.

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

C. Trinsic Unlimited Service, (Cont'd.)

1. Trinsic Unlimited includes the following:

- (a)** Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card Service in the Company's Section 6.4 of this tariff. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited.
- (b)** Local line and unlimited local calling.
- (c)** Primary Line Custom Calling Features Package: 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.

- (d)** Member to Member Service

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

C. Trinsic Unlimited Service, (Cont'd.)

2. Calling Features

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

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

Monthly Recurring Charge Per Feature: \$3.00

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

D. Trinsic Options

Package Price for Trinsic Options

Primary Line, per month	\$24.95
Secondary Line, per month:	\$24.95

Service Connection Fee, one-time charge, per line *	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

1. Trinsic Options includes the following

- (a)** Local exchange line and unlimited local calling
- (b)** Personal Voice Assistant (PVA) **
- (c)** Member to Member calling
- (d)** Calling Features
- (e)** Toll calling billed in 1 minute increments

Rate per minute	\$0.070
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* Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

** PVA and Voicemail are enhanced services not regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

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

E. ISP Service Plan

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.4 Stand-Alone Local Exchange Service

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

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

A. Rates

	SNET Service Area	Verizon Service Area
Stand-Alone Service, per month	\$44.99	\$44.99
Service Connection Charges Primary Line, per month	\$69.99	\$69.99

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum Plus Service *

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

A. Local Exchange Service

1. Local Business Line

(a) Verizon Territory

A measured local exchange line with a rate per minute for local usage. The service includes Hunting only if Customers request the Hunting calling feature when placing the order for service.

Monthly Rate:	\$17.75
Per Minute Rate:	\$0.016
Service Connection Fee, one-time charge per line ¹	
Per Line:	\$49.99

(b) SNET Territory

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

Monthly Rate:	\$33.00
Service Connection Fee, one-time charge per line ¹	
Per Line:	\$49.99

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

* This service formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum Plus Service, (Cont'd.) *

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

1. Local Business Line, (Cont'd.)

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

Lines	Term	
	1 Year	2 Year
200	5%	5%
1000	10%	15%
2000	15%	16%

2. Calling Features

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 6.2.5.F.

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

B. Trinsic Spectrum Plus Toll Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see Section 6.4 - Toll Services of this tariff.

C. Trinsic Spectrum Plus Toll Free Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see Section 6.4 - Toll Services of this tariff.

* This service formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum Plus Service, (Cont'd.)

D. Travel Card Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see Section 6.4 - Toll Services of this tariff.

E. Business Network Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see Section 6.4 - Toll Services of this tariff.

* This service formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum Plus Service, (Cont'd.)

F. Calling Features

Customers subscribing to Trinsic Spectrum 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.

* This service formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum Plus Service, (Cont'd.)

F. Calling Features, (Cont'd.)

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

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

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

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

* This service formerly known as Trinsic Business Plus Service.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.5 Trinsic Spectrum 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 6.2 of this tariff).

2. Monthly Recurring Charge

Per line: \$15.00

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.6 Affinity Pricing Plan - Trinsic Discount Program

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

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Trinsic Unlimited, Trinsic Value with PVA, Trinsic Basic with PVA and Trinsic LONG DISTANCE 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.7 Trinsic Complete Residential

A. Trinsic Complete Plus

1. 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:

- (a) Local Exchange Service with unlimited local calling;
- (b) Presubscription to Trinsic's intrastate and interstate long distance services.
- (c) Discounted international calling with International Option

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.7 Trinsic Complete Residential, (Cont'd.)

A. Trinsic Complete Plus, (Cont'd.)

2. Rates and Charges

Trinsic Complete Plus, per month	\$31.49*
Trinsic Complete Plus with International Option, per month	\$34.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intrastate and interstate calls are charged as specified in Section 6.4 of this tariff and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

* 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.7 Trinsic Complete Residential, (Cont'd.)

B. Trinsic Complete Nation

1. Description

Trinsic Complete Nation includes the following:

- (a) Local Exchange Service with unlimited local calling;
- (b) Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
- (c) Voice Mail¹;
- (d) Unlimited direct dial outbound minutes for intrastate and interstate long distance calling.
- (e) Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

2. Rates and Charges

Trinsic Complete Nation, per bundle, per month	\$63.99*
Trinsic Complete Nation with International Option, per bundle, per month	\$66.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intrastate and interstate calls, including calls to Canada for the International Option, as specified in Section 6.4 of this tariff and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

* 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.

¹ Voice mail is not regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.7 Trinsic Complete Residential, (Cont'd.)

C. Trinsic Complete Nation II

1. Description

Trinsic Complete Nation II includes the following:

- (a) Local Exchange Service with unlimited local calling;
- (b) Custom Calling Features: Caller ID with Name and Number, Call Waiting with Caller ID, Three-Way Calling, and Speed Dial 8;
- (c) Voice Mail¹;
- (d) Unlimited direct dial outbound minutes for intrastate and interstate long distance calling.
- (e) Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

2. Rates and Charges

Trinsic Complete Nation II, per bundle, per month	\$61.49*
Trinsic Complete Nation II with International Option, per bundle, per month	\$64.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intrastate and interstate calls, including calls to Canada for the International Option, as specified in Section 6.4. of this tariff and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

* 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.

¹ Voice Mail is not regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

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

6.2.7 Trinsic Complete Residential, (Cont'd.)

D. Trinsic Complete 250

1. Description

Trinsic Complete 250 includes the following:

- (a) Local Exchange Service with unlimited local calling;
- (b) Custom Calling Features: Caller ID with Name and Number, Call Waiting, Three-Way Calling and Speed Dial 8;
- (c) 250 direct dial outbound minutes for intrastate and interstate long distance calling.
- (d) Discounted international calling with International Option.

2. Rates and Charges

Trinsic Complete 250, per bundle, per month	\$56.49*
Trinsic Complete 250 with International Option, per bundle, per month	\$59.49*

Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in Section 6.4 of this tariff and the Company's Interstate & International Product & Services Guide located at www.trinsic.com.

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

* Charges such as (but not limited to) service connection and other nonrecurring charges, operator assistance, directory assistance, directory listings, data surcharge, blocking options, taxes, surcharges, and per use charges may be applicable in addition to this monthly recurring charge.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates

6.3.1 Service Order and Change Charges

Nonrecurring charges apply to processing Service Orders for new service and for changes in service.

A. Service Order Charges

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

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

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

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

Technician Dispatch Charge - 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.

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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

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

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

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.

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

Set-Up Fee (Verizon Service Area only) – This fee is charged per Residential local exchange access line when a Customer moves existing service from their current local carrier to Trinsic and retains their existing telephone number. This charge does not apply to new Customers who require new telephone numbers and installation of new service as such Customers are charged the Company's Service Connection Fee.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.1 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.

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.1 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

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

E. S-NET and Verizon Service Area Rates

	Residence	Business
Service Order Charges		
Primary Service Connection Charge	*	*
Secondary Service Connection Charge	*	*
Transfer of Service Charge, Primary Line	\$69.99	\$49.99
Transfer of Service Charge, Secondary Line	\$55.00	\$49.99
Technician Dispatch Charge	\$69.99	\$200.00
Service Order Charge	N/A	\$9.99
Toll Free Directory Listing	N/A	\$10.00
Missed Appointment Charge	N/A	\$100.00
Set Up Fee (Verizon service area only)	\$4.95	N/A
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
Residential Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

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

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.2 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills or violation of regulations 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 reinstalled.

	SNET Service Area	Verizon Service Area
Residence	\$35.00	\$35.00
Business	\$49.99	\$49.99

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.3 Temporary Suspension/Restoration of Service

Incoming and outgoing service may be suspended at the Subscriber's request. Temporary suspension of service rates apply only when service is temporarily suspended for a period of one month or longer. When service is temporarily suspended for less than one month full rates apply. Appropriate non-recurring charges apply in either case.

A. SNET Service Area

Temporary suspension of service rates are not offered during the first three months after service is established, nor for more than nine months in any twelve-month period.

Local exchange service lines

Non-recurring charge

Residence \$18.93

Business \$37.86

Monthly

Residence 50% of full rate

Business 50% of full rate

Supplemental services

Residence Full rate

Business Full rate

B. Verizon Service Area

Suspension may continue as long as Subscriber retains right of occupancy.

First 5 months or fraction Service Charge and Line Charge as
specified in Section 6.3.1

Each additional month \$1.96

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.4 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 A#@ 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.

	Rate Per Call	
	Residential	Business
SNET Service Area	\$0.60	\$0.30
Verizon Service Area	\$0.60	\$0.30

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.5 Optional Calling Features

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

A. Feature Descriptions

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

Call Trace: 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.

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.5 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 be charged the applicable service establishment charge for each line equipped with per line blocking. Per line blocking will be provided free of charge to domestic violence intervention, non-profit crisis intervention centers and helplines, Federal, State and local law enforcement agency office, subscribers who have an immediate, verifiable safety concern, subscribers who have non-published or non-listed telephone service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.5 Optional Calling Features, (Cont'd.)

B. Rates

SNET Service Area

FEATURE	Residence	Business
Call Tracing - per activation	\$0.75	\$0.75
Auto Redial, (*66) - per use	\$0.75	\$0.75
Call Return, (*69) - per use	\$0.75	\$0.75
Three-Way Calling - per use	\$0.75	\$0.75
Caller Identification Blocking, per call	\$0.00	\$0.00
Caller Identification Blocking, per line		
Nonrecurring charge		
First Time request	\$0.00	\$0.00
Subsequent request	\$20.00	\$33.00
Monthly	\$2.00	\$2.00

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.5 Optional Calling Features, (Cont'd.)

B. Rates, (Cont'd.)

Verizon Service Area

FEATURE	Residence	Business
Call Tracing - per activation	\$1.50	\$1.50
Maximum monthly charge	\$6.00	\$7.50
Auto Redial, (*66) - per use	\$0.75	\$0.75
Maximum monthly charge	\$6.00	\$7.50
Call Return, (*69) - per use	\$0.75	\$0.75
Maximum monthly charge	\$6.00	\$7.50
Three-Way Calling - per use	\$0.75	\$0.75
Maximum monthly charge	\$6.00	\$7.50
Caller Identification Blocking, per call	\$0.00	\$0.00
Caller Identification Blocking, per line		
Nonrecurring charge *		
First Time request	\$0.00	\$0.00
Subsequent request	\$5.00	\$5.00
Monthly	n/a	n/a

* Customer may change blocking feature twice within the first 6 months without charge. The Nonrecurring Charge applies to all other changes in blocking features.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.6 Directory Assistance Services

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

A. Basic Directory Assistance

The rates specified following apply when Customers request Company assistance in determining telephone numbers of Customers who are located within the State of Connecticut.

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

1. Exemptions

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.

2. Allowances

	Residence	Business
SNET Service Area	0	0
Verizon Service Area	0	0

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.6 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. DACC is furnished only where facilities are available.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect. All operator-handled charges, as specified in 6.3.8, apply as appropriate.

DACC charges are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in Section 6.3.7.A of this tariff.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.6 Directory Assistance Services, (Cont'd.)

C. National Directory Assistance (NDA)

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 Directory Assistance service area.

There are no call allowances for National Directory Assistance.

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

NDA charges are not applicable to handicapped Customers exempt from Directory Assistance charges, as specified in 6.3.7.A of this tariff.

NDA is available on a direct dial basis and may not be alternately billed.

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.6 Directory Assistance Services, (Cont'd.)

E. Rates

	Residential	Business
1. Basic Directory Assistance		
Local Directory Assistance		
Direct dialed, per query	\$0.99	\$0.50
2. Directory Assistance Call Completion		
Per completed call	\$0.30	\$0.30
3. National Directory Assistance	\$1.25	\$1.25
4. PVA Directory Assistance	\$0.43	\$0.43

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.7 Local, IntraLATA and InterLATA 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.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.7 Local, IntraLATA and InterLATA Operator Service, (Cont'd.)

A. Local, IntraLATA and InterLATA Usage Rates

For usage rates, see Section 6.2 of this tariff.

B. Local, IntraLATA and InterLATA Per Call Service Charges:

	SNET Service Area	Verizon Service Area
Calling Card - Automated	\$0.30	\$0.30
Calling Card - Operator Assisted	\$0.47	\$0.47
Collect	\$0.71	\$0.71
Third Party Billed	\$0.71	\$0.71
Person-to-Person	\$1.42	\$1.42
Operator Dialed Surcharge	\$0.71	\$0.71

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.8 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.

If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

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

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

A. Rates

	SNET Service Area	Verizon Service Area
Busy Line Verification	\$2.25	\$2.25
Busy Line Verification & Emergency Interruption	\$3.00	\$3.00

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service

A. General

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

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

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

Dual name listings are permitted as a regular directory listing for residential service.

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

B. Listings

1. Primary Listing

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

In connection with residence service, if a dual listing is requested by the Subscriber as the primary listing, only one dual listing will be provided without charge.

The address included in the primary listing must be that at which the service is located except that some other appropriate address may be used when in the opinion of the company it appears necessary as an aid in the identification of the Subscriber.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

2. Additional Listings

Additional listings may be the listings of individual names of those entitled to use the customer's service or, for business, Departments, Divisions, Tradenames, etc.

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

3. Nonpublished Service

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

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

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

4. Nonlisted Service

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

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

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

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

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service, (Cont'd.)

B. Listings, (Cont'd.)

5. Toll-Free Directory Listings

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

6. Straight Line Under Directory Listing

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

7. Caption and Subcaption Directory Listings

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.9 Directory Listing Service, (Cont'd.)

C. Rates

SNET Service Area

	Monthly	
Listings *	Residence	Business
Primary, Monthly	\$0.00	\$0.00
Additional Listings	\$2.00	\$2.00
Non-listed Service	\$2.00	\$2.00
Non-published Service	\$2.00	\$2.00
Toll-Free Directory	N/A	\$15.00
Straight Line Under	N/A	\$2.00

Verizon Service Area

	Monthly	
Listings *	Residence	Business
Primary, Monthly	\$0.00	\$0.00
Additional Listings	\$2.00	\$2.00
Non-listed Service	\$2.00	\$2.00
Non-published Service	\$2.00	\$2.00
Toll-Free Directory	N/A	\$15.00
Straight Line Under	N/A	\$2.00

* For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 6.3.1.E of this tariff.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.10 Carrier Presubscription

A. General

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.10 Carrier Presubscription, (Cont'd.)

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

Option A: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.10 Carrier Presubscription

C. Rules and Regulations

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

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

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 6.3.11 below:

D. Presubscription Procedures

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

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

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 6.3.11 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.10 Carrier Presubscription, (Cont'd.)

E. Presubscription Charges

1. Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

2. Nonrecurring Charges

	SNET	Verizon
Per business or residence line, trunk, or port:	\$2.60	\$5.00

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.11 Toll Restriction Service

Toll Restriction denies outgoing access to the toll network by both directly dialed calls and calls through an operator. Telephone lines equipped with toll restriction will not be able to process any toll calls. Access to the operator will not be available. Calls to A900 numbers, collect and bill to third party will be blocked.

Toll Restriction is available to individual line residence and business Customers where facilities permit.

A. Rates

	SNET	Verizon
Monthly, per line	\$0.00	\$4.58
Nonrecurring charge, per line*		
Residence	\$20.00	\$9.17
Business	\$33.00	\$9.17

* When Toll Restriction is included as part of new installation of telephone service, the non-recurring charge does not apply.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.12 Lifeline Telephone Assistance Program

The Lifeline Telephone Assistance Program provides for a \$7.00 reduction in the monthly rate for local exchange service for eligible residence Customers subject to the following criteria:

- Applies only for a single telephone line for the principle residence of eligible households;
- Customer must meet the requirements of a state established income test;
- Customer must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age.

Customers must be eligible for or receiving assistance from a low income assistance or energy assistance program administered by the Departments of Income Maintenance and Human Resources, or eligible for or receiving Supplemental Security Income from the Social Security Administration. The list of qualifying programs will be maintained by the D.P.U.C.

An application for eligibility must be completed in order to certify that the eligibility requirements are met. In addition, the Customer must provide to the Company a certified card or letter of eligibility, which the appropriate agency has issued to show proof that they are eligible for or receiving assistance from one or more of the qualifying programs on the list maintained by the Department of Public Utility Control.

Lifeline eligibility will be verified periodically. If, after verification, a Subscriber is identified as being ineligible, the Lifeline credit will be discounted.

A. Application of Charges

Service connection charges do not apply to change existing service to or from Lifeline service. For connection of new service, service connection charges apply.

Qualified applicants who meet the eligibility criteria for the Connecticut Telephone Connection Assistance Program (CTCAP) will receive reduced service connection charges.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.3 Miscellaneous Services and Rates, (Cont'd.)

6.3.13 Connecticut Telephone Connection Assistance Program (CTCAP)

The Connecticut Telephone Connection Assistance Program (CTCAP) provides for a reduction of one-half of the access (central office) line connection charge as defined below, associated with the connection of residence telephone service, up to \$30.00, subject to the following eligibility criteria:

- This applies only for a single telephone line at the principle place of residence of the Customer;
- Customer must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age;
- Customer must meet the requirements of a state established income test.

A six (6) month deferred payment plan for the balance of the access (central office) line connection charge will be available to Customers upon request.

Customer must be eligible for or receiving assistance form a low income assistance or energy assistance program administered by the Departments of Income Maintenance and Human Resources, or eligible for or receiving Supplemental Security Income from the Social Security Administration. The list of qualifying programs will be maintained by the Department of Public Utility Control.

An application for eligibility must be completed in order to certify that the eligibility requirements are met. In addition, the applicant must provide to the Company a certified card or letter of eligibility, which the appropriate agency has issued to show proof that they are eligible for or receiving assistance form one or more of the qualifying programs on the list maintained by the Department of Public Utility Control.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services

6.4.1 Trinsic Spectrum Plus Service *

Trinsic Spectrum Plus Service is a service for small business Customers consisting of a local exchange line for a monthly recurring charge and measured usage rate. For a description of the local portion of Trinsic Spectrum Plus Service please see Section 6.2.5 of this tariff.

A. Trinsic Spectrum Plus Toll Service

Trinsic Spectrum Plus Toll service is available only to Customers of Trinsic Spectrum Plus Local Exchange Service. Calls are billed in six (6) second increments.

Rate Per Minute: \$0.039

* This service was formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.1 Trinsic Spectrum Plus Service, (Cont'd.) **

B. Trinsic Spectrum Plus Toll Free Service

Trinsic Spectrum Plus Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Trinsic Spectrum 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.

Rate per minute:	\$0.039
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.

** This service was formerly known as Trinsic Business Plus Service.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.1 Trinsic Spectrum Plus Service, (Cont'd.) *

C. Travel Card Service

Trinsic Spectrum Plus Travel Card Service is available to Trinsic Spectrum Plus Local Exchange Service Customers who also purchase Trinsic Spectrum 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: \$0.039

D. Business Network Service

Business Network Service is an optional service available to Trinsic Spectrum Plus Customers for outbound calling from presubscribed lines. This service allows Trinsic Spectrum 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

* This service was formerly known as Trinsic Business Plus Service.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.2 Trinsic LONG DISTANCE 500 Service (1)

Trinsic LONG 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 ¹. 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.

Call Allowance:	500 minutes
Direct dial rate per minute above call allowance	\$0.049
PVA rate per minute above call allowance:	\$0.049

(1) This service was formerly known as Z-Line LONG DISTANCE 500 Service.

¹ Contact lists and review of delivery of emails not services regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.3 Trinsic 800 Service (1)

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.¹

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.

Rate Per minute above 120 Minute Call Allowance: \$0.069

(1) This service was formerly known as Z-Line 800 Service.

¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.4 Trinsic LONG DISTANCE Service (1)

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.¹ 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

6.4.5 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 functions¹ 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.

Rate Per Minute	\$0.039
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(1) This service was formerly known as Z-Line LONG DISTANCE Service.

¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.6 Trinsic LONG DISTANCE Essential (1)

Trinsic LONG DISTANCE Essential is a presubscribed service providing outbound calling for residential Customers. Calls are billed in one (1) minute increments. 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.

Direct Dial rate per minute:	\$0.049
Toll Free rate per minute	\$0.049

(1) This service was formerly known as Z-Line LONG DISTANCE Essential.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.4 Long Distance Services, (Cont'd.)

6.4.7 Standard LD

Standard LD is an outbound long distance calling plan available to residential Customers, except USAA affiliate subscribers, of Trinsic Complete 250 and Trinsic Complete Plus. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

Intrastate, per minute: \$0.07

6.4.8 LD Standard (S)

LD Standard (S) is an outbound long distance calling plan available to USAA affiliate subscribers of Trinsic Complete 250 and Trinsic Complete Plus. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

Intrastate, per minute: \$0.0649

6.4.9 Standard LD – Complete Unlimited

Standard LD – Complete Unlimited is an outbound long distance calling plan available to residential Customers of Trinsic Complete Nation and Complete Nation II. Calls are billed in one (1) minute increments. Partial minutes are rounded up to the next whole minute.

Intrastate, per minute: \$0.00

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.5 Access Services

6.5.1 General

Rates and regulations for the Company's Access Services may be found in the Company's Connecticut Tariff No. 4.

6.6 Special Arrangements

6.6.1 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 Connecticut Department of Public Utility Control.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.7 Promotional Offerings

6.7.1 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 D.P.U.C. when so required. All rates and terms contained in this Tariff shall continue to apply unless specifically addressed in the promotional agreements. Notice of such promotional offerings will be filed with the Connecticut Department of Public Utility Control.

6.7.2 \$20.00 Credit Promotion

To incent potential customers to purchase any Trinsic residential service, Trinsic will offer a one-time \$20 credit to Customers who presubscribe to any Trinsic residential service. The \$20 credit will be applied to the residential monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the company's web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective December 17, 2003 and continue through December 17, 2004.

6.7.3 Winback Promotion

In order to win back previous Trinsic residential Customers who have discontinued service, the Company will offer a credit on the Customer's bill if the Customer subscribes again to any Trinsic residential service. The credit will consist of paying any past balance due Trinsic from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective December 17, 2003 and continue through December 17, 2004.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.7 Promotional Offerings, (Cont'd.)

6.7.4 Trinsic Spectrum Plus Promotion *

Beginning April 25, 2004 and continuing through June 25, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Spectrum 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 Spectrum 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.

6.7.5 Spectrum Unlimited - Free Months Promotion **

Beginning with the effective date of this filing, (April 25, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Spectrum Unlimited 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 6th 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 6th and 18th 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.

* This promotion was formerly known as Trinsic Business Plus Promotion.

** This promotion was formerly known as Business Simplicity – Free Months Promotion.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.7 Promotional Offerings, (Cont'd.)

6.7.6 Trinsic 1st and 6th Month Free Promotion

New Trinsic Customers who subscribe to Trinsic Unlimited service plan will have their 1st and 6th month's Monthly Recurring Charge (MRC)¹ waived for the primary line. Customers must make timely payment of their Monthly Recurring Charges through the 5th month of service in order to retain eligibility for the waiver of the MRC in the 6th month.

This promotion is available until November 1, 2005.

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

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services

6.8.1 Trinsic Standard Service *

Package Price for Trinsic Standard Service

	SNET Service Area	Verizon Service Area
Primary Line, per month	\$54.99	\$54.99
Secondary Line, per month:	\$32.00	\$32.00
New Service Connection Fee, one-time charge, per line [#]		
Per Primary Line:	\$69.99	\$69.99
Per Secondary Line:	\$56.00	\$56.00

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 option grandfathered effective September 30, 2002 and is available to existing customers only.

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

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.1 Trinsic Standard Service, (Cont'd.)*

Trinsic Standard Service includes the following:

- A.** A monthly allowance of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds.

SNET Service Area:	200 minutes
NY Tel Service Area:	200 minutes

Toll calls placed within the allowance will be billed as noted below. For toll calls placed away from home, see Trinsic Travel Card Service, Section 6.4.1. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

Toll calls within the call allowance		Per minute rate
SNET Service Area		
Direct Dial Access		\$0.00
NY Tel Service Area		
Direct Dial Access		\$0.00
Toll calls above 200 minute allowance		Per minute rate
SNET Service Area		
Direct Dial Access		\$0.10
NY Tel Service Area		
Direct Dial Access		\$0.10

* This option grandfathered effective September 30, 2002 and is available to existing customers only.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.1 Trinsic Standard Service, (Cont'd.)* (1)

Standard Service includes the following: (Cont'd.)

- B.** Local line and unlimited local 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 6.2.3.C) at no additional charge, included with the Standard Service.

- E.** Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

* This option grandfathered effective September 30, 2002 and is available to existing customers only.

(1) This service formerly known as Connecticut Home Edition – Standard Service.

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **

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

A. Local Access Line

Local Business Line	
Monthly Rate	\$14.99
Service Connection Fee, one-time charge per line ¹	
Per Line	\$49.99

B. Local Exchange Service

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

Rate Per Minute:	\$0.015
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¹ Service Connection fee is waived for those customers who retain their existing telephone number when switching their service to Trinsic. The charge will apply if additional lines are transferred to Trinsic after the initial order.

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **, (Cont'd.)

C. Toll Service

.1 Long Distance Service

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

Rate Per Minute: \$0.069

2. Long Distance Calling Packs

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

	LD Minutes		LD Minutes Pack	
			Monthly Rate	Intrastate Overage
1,000	Long Distance Minutes		\$59.00	\$0.059
Pack				
5,000	Long Distance Minutes		\$246.00	\$0.049
Pack				

** This service grandfathered effective May 31, 2003 and is available to existing Customers only.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **, (Cont'd.)

C. Toll Free Service

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

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

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.

Rate per minute:	\$0.039
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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **, (Cont'd.)

E. Calling Features

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

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

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

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

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

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **, (Cont'd.)

E. Calling Features, (Cont'd.)

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

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

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

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SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.2 TrinsicBusiness A La Carte Service **, (Cont'd.)

F. Guarantee Incentive Program

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

G. Remote Call Forwarding (RCF) Service

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

.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 6.2.3.E of this tariff).

.2 Monthly Recurring Charge

Per Line: \$15.00

** *This service grandfathered effective May 31, 2003 and is available to existing Customers only.*

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.3 Trinsic Travel Card Service

Customers subscribing to any Trinsic residential 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.

Rate per minute \$0.20

- *This service available to existing customers only, effective February 5, 2000.*

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.4 Trinsic Center PVA (1) *

Trinsic Center PVA allows residential customers to access the Company's Personal Voice 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 service¹. Access is via toll free number. Service is available 24 hours a day, 7 days a week. Customers may choose a per minute Assistant (PVA) for call option or prepaid option as follows.

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 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.

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

(1) This service was formerly known as Z-LinePVA.

¹ Voice mail, review and delivery of emails, Follow Me/Find Me, Notify Me and Fast Access services are not regulated by the Commission.

* This service is grandfathered, effective June 7, 2005, and available to existing Customers only.

SECTION 6 – TRINSIC PRODUCTS, (CONT'D.)

6.8 Grandfathered Services, (Cont'd.)

6.8.4 Trinsic Center PVA (1) *, (Cont'd.)

C. 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.

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

* This service is grandfathered, effective June 7, 2005, and available to existing Customers only.

SECTION 7 – TOUCH ONE PRODUCTS

7.1 Description of Services

7.1.1 Timing of Calls

A. Usage

The customer's long distance usage charge 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.

B. Time Periods

The customer's long distance usage charge is based on the day and time the originating party makes the call.

7.1.2 Distance Sensitivity

The Company's charges are based on the airline distance between Rate Centers located within the State of Connecticut.

7.1.3 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 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.

FORMULA: 0

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings

- A. FIRST TOUCH - Touch 1 Basic Service** - 1 + Access (where available). This is toll service that enables the subscriber to call stations of any domestic phone system in Connecticut. 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 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 Section 7.3 of this tariff. There is no monthly charge or sign-up fee associated with this product.
- B. FIRST TOUCH PLUS** - First Touch Plus is a variation of Touch 1's First Touch plan. This program offers customers an additional 15% off First Touch *intrastate, interlata* rates for all 1+ direct dialed calls that terminate within the state of Connecticut. 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 product.
- C. ULTIMATE ADVANTAGE.** A variation of "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:

Call Usage	Discount Rate
\$0.00 - \$9.99	2%
\$10.00 - \$24.99	12%
\$25.00 +	27%

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

C. 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 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 Section 7.3 of the tariff. There is no sign up fee or monthly charge associated with this service. (See First Touch rates in Section 7.3 of this tariff.)

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
	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
	Total	\$54.50
	Total applied to threshold	\$54.50
	Volume Discount $\$50.00 \times 27\% =$	\$13.50

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

D. 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. Rates are set forth in the Rates and Charges portion of this tariff. There is no monthly charge or sign-up fee associated with this product.

1. 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 and calling card usage will be included to attain the \$ threshold but only the Domestic DDD usage will be eligible to receive the volume discount. Discount rates and thresholds are set 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

(The volume discount will appear on the Customer's bill for the following month.)

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

- E. "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, (7) seven days a week. The flat rate is set forth in Section 7.3 of this tariff. There is no monthly charge or sign-up fee associated with this product.
- F. "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 Section 7.3 of this tariff. There is no monthly charge or sign-up fee associated with this product.
- G. "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 Section 7.3 of this tariff. There is no monthly charge or sign-up fee associated with this product.
- H. "CUSTOMER ACCOUNT CODING"** - This is an optional feature available to customer who desire internal accounting abilities. A three or four digit number (with or without a name) may be assigned to an account. There is a monthly charge (if a customer wants a name assigned with their code) but no sign-up fee is associated with this feature. Rates are set forth in Section 7.3 of this tariff.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

- I. 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 Section 7.3 of this tariff.

1. Assignment and Reservation of 800 Numbers

- (a) 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).
- (b) 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.
- (c) 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.
- (d) 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.

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

I. PERSONAL TOUCH 800/888 SERVICE, (Cont'd.)

2. 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 7.1, 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.

J. 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 Connecticut. **Residential** customer's calls are individually rated at a flat rate per minute and rounded 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 are rounded up to the next 1/10th of a minute (6 seconds) thereafter. Service is accessed via toll free 800 service and Personal Authorization Code. This service offers access to additional calling features.

- 1.** 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.
- 2.** 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.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

J. TOUCH 1 TRAVEL CARD, (Cont'd.)

- 3.** 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 are set forth in Section 7.3 of this tariff. There is no monthly charge or sign-up fee associated with this feature.

- K. 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 Connecticut. 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 Section 7.3 of this tariff. There are no sign up fees or monthly charges associated with product.

- L. FIRST TOUCH SELECT** - This is an outbound toll service for calls placed within the state of Connecticut. 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 Section 7.3 of this tariff.

- M. SELECT SAVINGS** - This is an outbound toll service for calls placed within the state of Connecticut. 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 Section 7.3 of this tariff.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

- N. 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 Connecticut. 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 Section 7.3 of this tariff.
- O. 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 Connecticut. 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 Section 7.3 of this tariff.
- P. 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 Connecticut. 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 Section 7.3 of this tariff.
- Q. 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 Connecticut.

Calls are billed in full minute increments with partial minutes rounded to the next higher minute. (Refer to Section 7.1.4.I for Assignment and Reservation of 800/888 Numbers, Personal Identification Number (PIN), and 800/888 Directory Assistance Listing.

Rates are set forth in Section 7.3 of this tariff.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.1 Description of Services, (Cont'd.)

7.1.4 Service Offerings, (Cont'd.)

- R. 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 Connecticut. 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 Section 7.3 of this tariff. There are no sign up fees or monthly charges associated with product.
- S. SELECT WEEKENDS** - This is an outbound toll service for calls placed within the state of Connecticut. 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 Section 7.3 of this tariff.
- T. 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 Connecticut. 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 Section 7.3 of this tariff.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates

7.2.1 Usage Charges

Each customer is charged individually for each call placed through the Carrier. Rates may vary by mileage band, time of day, day of week, call duration and by product or service type.

7.2.2 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".)

7.2.3 Holiday Rates

New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and Christmas Day, the Evening rates apply from 8:00 AM to 5:00 PM in lieu of regular rates, if holiday falls on a weekday.

7.2.4 Call Rating (Rounding Procedure)

For each call, the computer takes the rate as reflected on the rate schedule, and multiplies times the number of minutes. To this result, it will add the rounding factor of .0001. If the 3rd and 4th digits are 5 or greater, the number will round up to the next whole cent.

Example: .1450 = .15

Example: .1429 = .14

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.5 FIRST TOUCH - Touch 1 Basic Service - 1 + Access (Where Available)

A. TOUCH 1 Basic Service Call Charges

1. Minimum Intrastate Long Distance Rates

Rate Mileage	Day Rates		Evening Rates		Night & Weekend Rates	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	.0825	.0825	.0510	.0510	.0299	.0299
11-16	.0975	.1337	.0608	.0608	.0368	.0368
17-22	.1163	.1163	.0730	.0730	.0443	.0443
23-30	.1200	.1200	.0900	.0900	.0563	.0563
31 +	.1200	.1200	.0900	.0900	.0638	.0638

2. Maximum Intrastate Long Distance Rates

Rate Mileage	Day Rates		Evening Rates		Night & Weekend Rates	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	.1375	.1375	.1000	.1000	.1000	.1000
11-16	.0975	.1625	.1013	.1013	.1000	.1000
17-22	.1938	.1938	.1216	.1216	.1000	.1000
23-30	.2375	.2375	.1500	.1500	.1000	.1000
31 +	.2688	.2688	.1744	.1744	.1063	.1063

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.5 FIRST TOUCH - Touch 1 Basic Service - 1 + Access (Where Available)

A. TOUCH 1 Basic Service Call Charges, (Cont'd.)

3. Intrastate Long Distance Actual Rates In Effect

Rate Mileage	Day Rates		Evening Rates		Night & Weekend Rates	
	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute	Initial Minute	Each Add'l Minute
1-10	.1200	.1200	.1000	.1000	.1000	.1000
11-16	.1200	.1200	.1000	.1000	.1000	.1000
17-22	.1200	.1200	.1000	.1000	.1000	.1000
23-30	.1200	.1200	.1000	.1000	.1000	.1000
31 +	.1200	.1200	.1000	.1000	.1000	.1000

Partial minutes are rounded to the next whole minute.

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.6 Ultimate Advantage

"Ultimate Advantage" provides customer a discount schedule (see below) 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 distance, duration, and time of day/day of week. See Section 7.1.5.A for "First Touch rates.

Call Usage	Discount Rate
\$ 0.00 - \$ 9.99	2%
\$10.00 - \$24.99	12%
\$25.00 +	27%

7.2.7 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

	PEAK		OFF-PEAK
	Day	Evening	Night
Minimum	.1215	.0945	.0945
Maximum	.2025	.1575	.1575
Actual Rates in Effect	.1670	.1330	.1330

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.8 "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 fall between the minimum rate of \$.116 and the maximum rate \$.194 per minute peak/off peak with the current actual rate in effect being \$.155 per minute peak/off peak. There is no monthly charge or sign up fee associated with this product.

7.2.9 "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 (Peak). Calls placed during the hours of 7 pm - 7 am Monday through Friday and all hours Saturday and Sunday (Off-Peak) 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:

PEAK		
Minimum	\$.111	7:00 am - 7:00 pm, Monday - Friday
Maximum	\$.185	7:00 am - 7:00 pm, Monday - Friday
Actual Rate In Effect	\$.182	7:00 am - 7:00 pm, Monday - Friday
OFF-PEAK		
Minimum	\$.071	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday
Maximum	\$.119	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday
Actual Rate In Effect	\$.110	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.10 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

PEAK

Minimum	\$.188	7:00 am - 7:00 pm, Monday - Friday
Maximum	\$.313	7:00 am - 7:00 pm, Monday - Friday
Actual Rate		
In Effect	\$.25	7:00 am - 7:00 pm, Monday - Friday

OFF-PEAK

Minimum	\$.113	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday
Maximum	\$.188	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday
Actual Rate		
In Effect	\$.15	7:00 pm - 7:00 am, Monday - Friday and all day Saturday and Sunday

7.2.11 "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 fall between the minimum rate of \$.098 and the maximum rate \$.163 per minute peak/off peak with the current actual rate in effect being \$.13 per minute peak/off peak. There is no monthly charge or sign up fee associated with this product.

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SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.12 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.

7.2.13 Touch 1 Travel Card - Residential & Business Customers

- A. All calls will be billed at .28 a minute regardless of distance or time of day/day of week. Calls placed via the optional conference call service will be billed at \$.28 per minute, *per party*. A \$1.25 surcharge applies to each call and is included in the first minute of a call.

7.2.14 Toll message Rates for Hearing and/or Speech Impaired Users

- A. Upon notification by hearing and/or speech impaired individuals, calls placed during the Day rate period will be rated at the Evening rate period rates and all other calls will be rated at the night/weekend rate period rates.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.15 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 fall between the minimum rate of \$.109 and the maximum rate \$.181 per minute with the current actual rate in effect being \$.14 per minute. There are no sign up fees or monthly charges associated with product.

7.2.16 First Touch Select

Monthly fee per telephone number is \$4.95. Rates within the state of Connecticut will fall between the minimum rate of \$.0675 and the maximum rate of \$.1125 per minute with the current actual rate in effect being \$.09 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute.

7.2.17 Select Savings

Annual fee per telephone number is \$39.95 (billed in advance). Rates within the state of Connecticut will fall between the minimum rate of \$.0675 and the maximum rate of \$.1125 per minute with the current actual rate in effect being \$.09 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute.

7.2.18 First Touch Prime

Rates within the state of Connecticut will fall between the minimum rate of \$.0863 and the maximum rate of \$.1438 per minute with the current actual rate in effect being \$.115 per minute, 24 hours a day, 7 days a week. Rates do not apply to directory assistance or operator assisted calls.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.19 First Touch Preferred

Monthly fee per telephone number is \$3.95. Rates within the state of Connecticut will fall between the minimum rate of \$.0743 and the maximum rate of \$.1238 per minute with the current actual rate in effect being \$0.099 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

7.2.20 Preferred Plus

Annual fee per telephone number is \$38.95 (billed in advance). Rates within the state of Connecticut will fall between the minimum rate of \$.0743 and the maximum rate of \$.1238 per minute with the current actual rate in effect being \$0.099 per minute, 24 hours a day, Monday through Saturday; rates for calls placed on Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

7.2.21 Prime Touch

Rates for calls received from within the state of Connecticut will fall between the minimum rate of \$.0938 and the maximum rate of \$.1563 per minute with the current actual rate in effect being \$0.150 per minute, 24 hours a day, 7 days a week.

7.2.22 First Touch Flat II

Rates within the state of Connecticut will fall between the minimum rate of \$.0818 and the maximum rate of \$.1363 per minute with the current actual rate in effect being \$0.109 per minute, 24 hours a day, 7 days a week. Rates do not apply to directory assistance or operator assisted calls.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.2 Rates, (Cont'd.)

7.2.23 Select Weekends

Monthly fee per telephone number is \$4.95. Rates within the state of Connecticut will fall between the minimum rate of \$.0675 and the maximum rate of \$.1125 per minute with the current actual rate in effect being \$0.09 per minute, 24 hours a day, Monday through Friday; rates for calls placed on Saturday and Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

7.2.24 Preferred Weekends

Monthly fee per telephone number is \$3.95. Rates within the state of Connecticut will fall between the minimum rate of \$.0743 and the maximum rate of \$.1238 per minute with the current actual rate in effect being \$0.099 per minute, 24 hours a day, Monday through Friday; rates for calls placed on Saturday and Sunday will fall between the minimum rate of \$.0375 and the maximum rate of \$.0625 per minute with the current actual rate in effect being \$.05 per minute. Rates do not apply to directory assistance or operator assisted calls.

SECTION 7 – TOUCH ONE PRODUCTS, (CONT'D.)

7.3 Promotional Offerings

7.3.1 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.