

This tariff, Indiana Tariff No. 6 filed by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications cancels and replaces, in its entirety, the current tariff on file with the Commission, Indiana Tariff No. 2, issued by Matrix Telecom, Inc.

INDIANA COMPETITIVE COMMUNICATIONS SERVICES  
MATRIX TELECOM, INC. D/B/A MATRIX BUSINESS TECHNOLOGIES  
ALSO D/B/A TRINSIC COMMUNICATIONS

REGULATIONS AND SCHEDULE OF INTRASTATE  
CHARGES APPLICABLE ON BASIC LOCAL EXCHANGE SERVICES

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Issued: November 8, 2007

Effective: November 9, 2007

Issued By:

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

IN10702

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange service by Matrix Telecom, Inc d/b/a Matrix Business Technologies also d/b/a Trinsic Communications ("the Company") in the 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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**EXPLANATION OF SYMBOLS**

- (C) - to signify changed regulation
- (D) - to signify discontinued rate or regulation
- (I) - to signify an increase
- (M) - to signify material relocated without change
- (N) - to signify new rate or regulation
- (R) - to signify a reduction
- (S) - to signify a reissued matter
- (T) - to signify a change in text but no change in rate or regulation
- (Z) - to signify a correction

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**CHECK SHEET**

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

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
Title	Original	*	26	Original	*	51	Original	*
1	Original	*	27	Original	*	52	Original	*
2	Original	*	28	Original	*	53	Original	*
3	Original	*	29	Original	*	54	Original	*
4	Original	*	30	Original	*	55	Original	*
5	Original	*	31	Original	*	56	Original	*
6	Original	*	32	Original	*	57	Original	*
7	Original	*	33	Original	*	58	Original	*
8	Original	*	34	Original	*	59	Original	*
9	Original	*	35	Original	*	60	Original	*
10	Original	*	36	Original	*	61	Original	*
11	Original	*	37	Original	*	62	Original	*
12	Original	*	38	Original	*	63	Original	*
13	Original	*	39	Original	*	64	Original	*
14	Original	*	40	Original	*	65	Original	*
15	Original	*	41	Original	*	66	Original	*
16	Original	*	42	Original	*	67	Original	*
17	Original	*	43	Original	*	68	Original	*
18	Original	*	44	Original	*	69	Original	*
19	Original	*	45	Original	*	70	Original	*
20	Original	*	46	Original	*	71	Original	*
21	Original	*	47	Original	*	72	Original	*
22	Original	*	48	Original	*	73	Original	*
23	Original	*	49	Original	*	74	Original	*
24	Original	*	50	Original	*	75	Original	*
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\* - indicates those pages included with this filing

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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 seven 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)(1)
- D. Check Sheets: When a tariff filing is made with the Commission, an updated Check Sheet will accompany the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current Revision Number. When new pages are added, the Check Sheet is changed to reflect that revision. All revisions made in a given filing are designated by an asterisk (\*). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

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### **EXPLANATION OF TERMS**

**Access Line:** A line that provides connection of the Customer's equipment to a local exchange network.

**Additional White Pages Listing:** The term "Additional White Pages Listing" denotes any listing of the Subscriber's name, address and telephone number(s) above and beyond the Initial White Pages Listing.

**Authorized User:** The term "Authorized User" denotes a person, firm, or corporation, who is authorized by the Subscriber to be connected to the service of the Subscriber.

**Bit:** The term "Bit" denotes the smallest unit of information in a binary system of notation.

**Bits Per Second:** The term "Bits Per Second" denotes the number of bits transmitted in a one second interval.

**Call Forwarding Busy and Don't Answer:** This optional feature will reroute all incoming calls to another predefined telephone number when the called telephone number is busy, or does not answer within a determined number of rings. In the event that the called telephone number is busy, or if the telephone number doesn't answer, the Subscriber is charged any additional charges for the call-forwarded call.

**Call Forwarding Remote Access:** This feature provides customers with the ability to remotely activate and deactivate the forwarding of calls.

**Call Forwarding Variable:** This optional feature allows all incoming calls directed to a telephone number to be rerouted to another Subscriber defined telephone number. The Subscriber is charged any applicable usage charges for the rerouted call. The user can activate/deactivate Call Forwarding and define a telephone number where all calls will be forwarded.

**Call ID:** This feature provides the telephone number and name of the incoming calling party. The billing number and name are displayed on a customer-provided compatible display device, which is attached to the customer's telephone number.

**Call Return:** A per use service that returns the most recent incoming call.

**Call Trace:** This feature allows the Customer to initiate a trace of the most recent incoming call immediately after terminating the call. Incoming call message detail (date, time and originating telephone number) is provided when suitably equipped facilities exist. The results of the trace are not provided to the Customer directly, but will be provided in response to a request by a law enforcement agency. This feature is blocked unless specifically requested by the Customer to be activated.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Call Waiting:** This is a feature that allows an incoming call to a busy telephone line to be waiting while a signal is directed towards the busy line user.

**Carrier:** The term "Carrier" denotes Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications.

**Carrier's System:** The term "Carrier's System" denotes all local exchange facilities being resold by the Carrier to provide local exchange service to its Subscribers.

**Central Office End:** The term "Cent Office End" denotes that end of a foreign exchange channel at which Subscriber has a dial access to a telephone company central office.

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**EXPLANATION OF TERMS, (CONT'D.)**

Class of Services: The Company provides two classes of Services: Business and Residence. The classification of a customer's service as business or residence is determined by these regulations which define the character of use for rate purposes:

- (A) Service will be classified as Business if:
- (1) The service is used primarily or substantially for a paid commercial, professional or institutional activity; or
  - (2) The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
  - (3) The service number is listed as the principal or only number for a business in any telecommunications directory; or
  - (4) The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose shall not constitute business use of service unless other factors are involved; or
  - (5) The service is situated in a hotel, motel, or hospital.
- (B) Service will be classified as residence if none of the conditions of A. preceding apply, and:
- (1) The use of the service is primarily and substantially of a social or domestic nature, and
  - (2) Service is located in a residence or, in the case of a combined business and residence premises, the service is located in bona fide residential quarters of such premises while business service is isolated in the business quarters of the same premises; or
  - (3) Service provided to a college dormitory.

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**EXPLANATION OF TERMS, (CONT'D.)**

Class of Services: (Cont'd.)

- (C) Service classification is determined at the sole discretion of the Company pursuant to the conditions stated above. The Company may, at its discretion, levy charges for services which have been misclassified for any reason. Customers shall be responsible for the difference in the charge for the appropriate service and the service installed from the date of installation.

Company: See Carrier.

Continuous Redial: A per use service that redials the most recent outgoing call.

Customer: See Subscriber.

Daytime: The term "Daytime" denotes 8:00 AM to but not including 5:00 PM local time at the originating terminal on Monday through Friday, excluding Matrix Telecom recognized national holidays.

Directory Assistance: A per use service that allows the Customer to call directory assistance and obtain a telephone number.

Directory Assistance Call Completion: A per use service that allows a customer to call directory assistance and have a call initiated to the requested number.

District Exchange: An exchange which is divided into specific areas (zones), each with characteristics similar to an exchange for specifying local calling areas, interzone calling and interexchange calling for rate purposes.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Duplicate Service:** Service furnished at two locations simultaneously when a subscriber's service is moved to a different premises. The move or change of location must be within the same Central Office and the class of service retained.

**Evening:** The term "Evening" denotes 5:00 PM to but not including 11:00 PM local time at the originating terminal on Sunday through Friday and anytime on Frontier-recognized national holidays except when a lower rate would normally apply.

**Exchange Area:** The term "Exchange Area" denotes a geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified areas where individual telephone companies hold themselves out to provide communications services.

**Foreign Exchange Service:** Foreign Exchange Service provides Subscribers with the capability of localizing in a remote exchange via private line service

**Ground Start:** This optional feature provides a type of signaling on a line that allows certain classes of equipment, such as PBXs, to operate properly.

**Holidays:** The Company recognizes the following holidays for rating purposes: New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Initial White Pages Listing:** The term "Initial White Pages Listing" denotes the initial listing of the Subscriber's name, address and primary telephone number in a "White Pages" directory.

**Inside Wire Maintenance:** This optional feature covers the cost of repairing wire within the customer's building on the applicable telephone line.

**Installation Charges:** Charges which are assessed on a nonrecurring basis at the establishment of a service. The terms "installation charges" and "nonrecurring charges" are used inter-changeably within this tariff to refer to charges other than monthly recurring or variable charges.

**Local Access and Transport Area (LATA):** The term "LATA" denotes a contiguous geographic subdivision containing one or more SMSAs wherein a Bell Operating Company offers tariffed exchange telecommunications services to local Subscribers and provides access and related services to interexchange Carriers. These Carriers transport interexchange traffic of their Customers to other LATAs and to areas served by independent telephone companies.

**Local Distribution Area:** The term "Local Distribution Area" denotes a geographically contiguous area, defined normally by Telephone Industry Standard Exchange Area boundaries, wherein the Carrier holds itself ready to offer Local Distribution Facilities.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Local Distribution Facility:** The term "Local Distribution Facility" denotes the channel provided by the Carrier to connect the Carrier's network terminal office to the Subscriber's premises. Normally, this channel will have a network terminal on one end (Carrier's office) and a Subscriber terminal on the other end (Subscriber's premises).

**Message:** A completed telecommunication between two telephones, where the called telephone is within the exchange area of the calling telephone.

**Network Circuit:** "Network Circuit" denotes a circuit, created by Carrier by means of multiplex equipment, between Carrier's switches which are shared by Subscribers. Shared network circuits will consist of identifiable and discrete circuits between a given city-pair.

**Network Terminal:** The term "Network Terminal" denotes the physical equipment necessary to terminate Carrier's intercity channels and allow Subscribers to pick up their required individual communications services.

**Network Terminal Office:** The term "Network Terminal Office" denotes a point on Carrier's system where the intercity communications channels and local distribution facilities are terminated. Other functions such as switching, coordination, testing, and connections with Customer-provided communications channels may also be performed at these points.

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**EXPLANATION OF TERMS, (CONT'D.)**

**Nighttime:** The term "Nighttime" denotes 11:00 PM to but not including 8:00 AM local time at the originating terminal Monday through Friday, any time on Saturday, and all day Sunday except 5:00 PM to 11:00 PM.

**Non-Directory Listed Number:** The term "Non-Directory Listed Number" denotes that the Subscriber's telephone number does not appear in a directory.

**Non-Published Telephone Number:** The term "Non-Published Telephone Number" denotes that the Subscriber's telephone number is not listed in a directory, or in any directory assistance records.

**Premises:** The term "Premises" denotes a building or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public highway.

**Repeat Dialing:** This usage sensitive feature automatically redials the telephone number of the most recent outgoing call. If the redialed telephone number is busy, the call will be attempted for a maximum of thirty minutes.

**Special Facility:** The term "Special Facility" for the purposes of this tariff refers to a communications path (channel) used in conjunction with Carrier's local distribution facilities, comprised of any form or configuration of physical plant for the transmission of communications signals other than a regular voice grade facility.

**Speed Dialing:** This optional feature permits a Subscriber to dial up to eight telephone numbers by dialing a single digit in the range from 2 - 9.

**Subscriber:** The term "Subscriber" denotes the person, firm, company or corporation, or other entity, having a communications requirement of its own, which contracts for service under this tariff and is responsible for the payment of charges as well as compliance with the Carrier's regulations.

**Switch:** The term "Switch" denotes an electronic device which is used to provide circuit sharing, routing, and control.

**Three Way Conference Calling:** This feature allows a Subscriber to add a third party to an existing conversation.

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## SECTION 1 - REGULATIONS

### 1.1 Description of Service

Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications is a reseller of local exchange services as set forth in this tariff. When Subscriber's needs cannot be met by the standard service offerings in this tariff, a "special Customer arrangement" package will be designed to fit such unique requirements in accordance with Section 1.17 of this tariff. The Carrier stands ready to provide technical assistance to the Subscriber to the extent of properly matching the Subscriber's equipment with that of the Carrier, in order to help him meet his requirements for service.

### 1.2 Undertaking of the Carrier

**1.2.1** The services of the Carrier will be available as soon as practicable after receipt of an order for service between any and all points of the Carrier's system and to all other points beyond Carrier's system through arrangements with other carriers.

**1.2.2** The obligation of the Carrier to provide service is dependent upon its ability to procure facilities which are required to meet the Subscriber's order for service. The Carrier will make all reasonable efforts to secure the necessary facilities.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.3 Liability of the Carrier**

- 1.3.1** The liability of the Carrier for its willful misconduct or gross negligence which is the sole legal cause of damage or injury is not limited by this tariff. With respect to any other claim or suit, by a subscriber or by any others, for damages associated with acts or omissions involving initiation, installation, provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, the Carrier's liability, if any, is limited to the lesser of \$500 or the actual damages or injury sustained, which in the event of any failure of service shall be deemed to be 1/30 of the monthly charge for service affected for each 24-hour period during which such failure of service occurs and is reported to or known by the Carrier.
- 1.3.2** Other than specified in Section 1.3.1 above, in no event will Carrier be responsible for consequential damages or lost profits suffered by Subscriber on account of interrupted or unsatisfactory service unless Carrier is found to have been grossly negligent.
- 1.3.3** The Carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of other Carriers shall be deemed to be agents or employees of the Carrier.
- 1.3.4** The Carrier shall be indemnified and held harmless by the Customer against:
- (A) Claims for libel, slander, infringement of copyright or unauthorized use of any trade mark, trade name or service mark arising out of the material, data, information, or other content transmitted by the Customer over the Carrier's facilities; and
  - (B) Claims for patent infringement arising from combining or connecting the Carrier's facilities with apparatus and systems of the Customer; and
  - (C) All other claims arising out of any act or omission of the Customer in connection with any service provided by the Carrier.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.3 Liability of the Carrier, (Cont'd.)**

- 1.3.5** The Carrier will, as a service to the Customer, arrange for listing the Customer's telephone number in the local telephone directory, such listing to consist of one line of standard type in the directory. In the absence of gross negligence or willful misconduct, the Carrier will not be liable to the Customer, or any third party, for any claims, damages, or otherwise, but not limited to any omitted listings from or erroneous listings in the local telephone directory due to the negligence on the part of the Local Exchange Carrier. When the Carrier agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Carrier is not liable for any damages that might arise from the publishing of a non-published number in a directory or its disclosure to someone. If, in error, the telephone number is published in a directory, the Carrier's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.
- 1.3.6** The Carrier makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular use, except those expressly set forth herein.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.4 Obligations of the Subscriber**

- 1.4.1** The Carrier shall be indemnified and held harmless by the Subscriber against claims of libel, slander, or the infringement of copyright, or for the unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over the channels, against claims for infringement of patents arising from, combining with, or using in connection with, lines furnished by the Carrier, apparatus and systems of the Subscriber, and against all other claims arising out of any act or omission of the Subscribers in connection with the channels provided by the Carrier.
- 1.4.2** The facilities provided by the Carrier may be terminated in Subscriber-provided terminal equipment or Subscriber-provided communication systems. When such terminations are made, the Subscriber shall comply with the minimum protective criteria generally accepted in the telephone industry or other appropriate criteria as may be prescribed by the Carrier and as specified in Part 68 of the Federal Communications Commission's Rules which provides the technical and procedural standards under which the Subscriber's equipment may be directly connected to the public switched network.
- 1.4.3** The equipment and facilities which are connected with those of the Carrier shall be constructed, operated, and maintained by those providing same so as to work satisfactorily with the service furnished by the Carrier. Such equipment and facilities shall be suitable to avoid hazard or damage to Carrier's plant or of injury to Carrier's employees or to the public because of the character of location of such equipment or facilities and sources of power to which it is connected. In cases in which additional protection equipment is required, this shall be provided by the Subscriber or by the Carrier at the Subscriber's expense.
- 1.4.4** Upon notice from the Carrier that the equipment or facilities of the Subscriber, or of others so authorized to be connected, is causing or is likely to cause hazard or interference, the Subscriber, or others so authorized to be connected, shall make such changes as may be necessary to remove or prevent such hazard or interference.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.4 Obligations of the Subscriber, (Cont'd.)**

**1.4.5** The Subscriber shall be liable for:

- (A) Reimbursing the Carrier for all loss through theft, fire, flood or other catastrophes, of the equipment or facilities on Subscriber's premises.
- (B) Reimbursing the Carrier for damages to facilities or equipment caused by the negligence or willful acts of the Subscriber's officers, employees, agents, or contractors.
- (C) Payment for all services, including calls placed by or through Subscriber's equipment by any person. In particular and without limitation to the foregoing, the Subscriber is responsible for any call placed by or through the Subscriber's equipment via any remote access features.
- (D) Payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges imposed on or based upon the provision, sale or use of the Carrier's services.
- (E) Payment for new local access line costs or other time and material charges imposed on the Carrier by a Local Exchange Carrier as a prerequisite for installing or maintaining the Customer's service, and not already recovered via the Carrier's existing recurring or nonrecurring charges.

**1.4.6** When a Customer chooses to place an intraLATA Message Toll Service or Directory Assistance call (including Call Completion) via their incumbent Local Exchange Carrier, or chooses to place an information services provider call, the Customer shall be solely liable for such calls, including any and all charges related to such calls when the charges are initially billed to the Company by the Local Exchange Carrier or information services provider. When a Customer elects to make or receive calls via a carrier other than the Company, the Customer shall be solely liable for such calls, any and all charges related to such calls (when the charges are initially billed to the Company by the information services provider or other carrier), and a 10% rebilling charge.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.5 Use of Service**

Neither Subscribers, nor their authorized users may use the services furnished by the Carrier for any unlawful purpose.

**1.6 Application of Service**

The Carrier will require a Subscriber to sign an application form furnished by the Carrier and to establish his credit as provided in these Regulations, as a condition precedent to the initial establishment of such service. Carrier's acceptance of an order for service to be provided to an applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Carrier may be subject to the provisions as described in this tariff. This application shall state the date on which service is to begin, the type of facilities required, and any special arrangements related thereto.

The Carrier will also require a signed authorization from a Subscriber for additions to or changes in the existing service of such Subscriber.

**1.7 Minimum Service Period**

The minimum period for service will be one month (30 days) unless otherwise stated.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits**

Each service applicant will be required to establish credit. Any applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Carrier may be required to make an advance payment or a deposit to be held as a guarantee of payment of charges at the time of application. In addition, an existing Customer may be required to make a deposit or increase a deposit presently held.

**1.8.1 Applicants for Services**

The Company will require a cash deposit or other guarantee as a condition of new service for Residence service applicants, if an applicant has an unsatisfactory credit or service standing with the Company due to any of the following:

- (A) The customer or applicant has a prior service account which is past due with any utility, which accrued within the last 6 years, and which, at the time of the request for service, remains unpaid and is not in dispute; or
- (B) The applicant or customer misrepresents his or her identity or credit standing at the time of application for new service thus avoiding disclosure of pertinent credit information; or
- (C) The customer or applicant has, in an unauthorized manner, interfered with the service of the utility situated or delivered on or about the customer's premises within the last 6 years, if such finding of unauthorized interference or use is made and determined after notice and opportunity for hearing provided to the customer or applicant pursuant to the Commission's rules and is not in dispute; or
- (D) The customer or applicant requests service at a residence in which he or she does not reside; or

**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits, (Cont'd.)**

**1.8.1 Applicants for Services, (Cont'd.)**

- (E) The Company has had 2 or more checks for the applicant or customer's account returned from a bank within the past 3 years for insufficient funds or no account, excluding, bank error; or
- (F) The customer or applicant requests service at a household that was inhabited by the customer or applicant during a period in which all, or a part of a prior past due service account was incurred by another household member who still resides at the household, if at the time of the request for service the past due account remains unpaid and is not in dispute.

**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits, (Cont'd.)**

**1.8.2** The Company will require a cash deposit or other guarantee as a condition of new service for Business service applicants, if an applicant has an unsatisfactory credit or service standing with the Company due to any of the reasons set forth above, or the applicant fails to meet the requirements of the Company's Business Credit Evaluation Plan.

Business service applicants may establish credit by meeting the requirements of the Company's Business Credit Evaluation Plan or by paying a cash deposit to the Company in accordance with Section 1.8.3. below, or by providing a surety bond, provided that such surety bond has been issued by an insurance company that has received a certificate of authority from the Department of Insurance to do business in Indiana.

During the verification of an applicant's credit, the Company will permit service to be installed upon the prepayment by the applicant of an amount equal to applicable service charges and initial nonrecurring charges applicable for service installation plus the estimated amount of the applicant's bill based upon one month service. Such prepayment will be credited to the applicant's service account but does not relieve the applicant of his responsibility to subsequently establish satisfactory credit arrangements in accordance with this Section.

If credit is not so established, the Company may disconnect the service not sooner than five days after delivery or eight days after mailing of written notice of intention to disconnect.

When a Customer's service has been disconnected in accordance with the above, service will not be reconnected until satisfactory credit arrangements have been made.

**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits, (Cont'd.)**

**1.8.3 Cash Deposits**

**(A) Amount of Deposits**

The amount of a deposit (U.S. currency) which an Applicant or Customer may be required to pay to the Company as a means of establishing credit shall be determined as follows:

**(1) Applicant**

An amount not to exceed four months of the Customer's estimated monthly billing based upon the average monthly bill for that class and type of service.

**(2) Customer**

An amount not to exceed four months of the Company's average monthly billing for the past six months to that Customer. If the Customer has had service for less than six months, the amount will not exceed four months of the estimated monthly billing based upon the average monthly bill for that class and type of service.

**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits, (Cont'd.)**

**1.8.3 Cash Deposits, (Cont'd.)**

**(B) Initial Payment**

The Company shall not request more than one-third of the deposit as an initial payment. The initial amount is due from an applicant prior to installation and from a Customer within twelve days of the date upon which the request for deposit was made. The remaining amount shall be spread equally over the next two billing periods. At the option of the applicant or Customer, the deposit may be paid on a more expedited schedule.

**(C) Adjustments to Deposit**

The amount of a deposit may be adjusted on the basis of 1.8.3.A preceding, at the option of the Customer, applicant or the Company at any time when the character or degree of the Customer's use of the service has materially changed, or when it develops that the character or degree of such use will materially change, and such change is not temporary.

**(D) Interest to be Paid on Deposits**

Should Matrix collect deposits, interest in the amount of the maximum allowed by Indiana law shall be charges.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.8 Advance Payments and Deposits, (Cont'd.)**

**1.8.3 Cash Deposits, (Cont'd.)**

**(E) Refund or Application of Deposits**

The Company will refund deposits, within twelve months, including accrued interest, upon surrender of the receipt of certificate of deposit properly endorsed, or delivery of a cancellation receipt for the deposit, if the Company so requests, when all of the following conditions occur:

- (1) The Customer has paid any past due bill for service owed to the Company.
- (2) Service has not been discontinued for nonpayment.
- (3) The Customer has not provided evidence that the Customer used a device or scheme to obtain service without payment.

Or any of the following occurs:

- (1) The service is terminated and the bills are paid in full, or
- (2) The applicant cancels his application for service and any charges incurred are paid in full.

When the service is terminated or the application is canceled and there are charges due to the Company, the deposit plus interest will be applied to the charges, and the balance, if any returned to the Customer or applicant.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.9 Payment of Charges**

For the purpose of billing, the start of service is the day of acceptance by the Customer of the Carrier's service.

All recurring charges which are determinable in advance, including minimum charge, are billed monthly in advance. Charges based on actual usage during a month will be billed monthly in arrears. Installation and other nonrecurring charges are payable upon demand by Carrier. Subscriber will be billed for all usage accrued beginning immediately upon access to the service. For the purpose of computing charges, a month is considered to consist of 30 days.

When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month service was furnished may be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

**1.10 Late Payment Charge**

Customer bills for telephone service are due when they are rendered. A Customer is in default unless payment is made on or before the due date specified on the bill.

If payment is not made within 20 days of the date of the bill, a late payment charge of 1.5% (unless a lower rate is prescribed by law) per monthly billing period will be applied to all amounts previously billed under the Company's tariff(s).

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.11 Disputed Bills**

The Customer shall give the Carrier prompt written notice of any disputed charges appearing on an invoice. After receiving notice of a dispute, the Carrier shall take reasonable steps to resolve such disputes. The Customer shall pay all non-disputed charges while resolution of the disputed charges is pending.

In the event that legal action is instituted by Carrier to recover any sums then due and Carrier prevails, Carrier shall be entitled to recover its costs of collection, legal costs, court costs and reasonable attorneys' fees, in addition to whatever other relief the court may award. Any sums then due shall earn interest at the rate of 1.5% simple interest per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law), from the date these sums were accrued until the entire debt is paid in full. The Carrier will make no refund of overpayments by a Customer unless the claim for such overpayment together with proper evidence be submitted within one year of the date of alleged overpayment.

If after investigation and review by the Company, a disagreement remains as to the disputed amount, the customer may file an appropriate complaint with:

Indiana Utility Regulatory Commission  
Indiana Government Center South  
302 West Washington Street, Suite E306  
Indianapolis, IN 46204  
317-232-2701

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.12 Disconnection for Cause**

The Carrier, by written notice via First Class U.S. mail at least fifteen (15) days in advance to the Subscriber or applicant, may discontinue service without incurring any liability for any of the following reasons:

- (A) Non-payment of any sum due to the Carrier for service for more than 30 days beyond the date of rendition of the bill for such service; or
- (B) Use of telephone service in a manner which is unlawful under the laws of the State of Indiana, or of the United States, or which is in violation of any tariff approved by the Indiana Utility Regulatory Commission ("Commission"); or
- (C) The Carrier is prohibited from furnishing service by order of a court or other government authority having jurisdiction.
- (D) The Customer provides false information to the Company regarding the Customer's identify, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s).

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.13 Cancellation of Service by a Customer**

If a Customer cancels his order for service before the service begins, before completion of the minimum period, or before completion of some other period mutually agreed upon by the Customer and the Carrier, a charge will be levied upon the Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by the Carrier and not fully reimbursed by installation and monthly charges. If, based on an order by a Customer, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be charged to the Customer.

**1.14 Disconnection of Service**

Subscriber may disconnect service at any time following the minimum service requirement as described in Section 1.7. Written notification to the Carrier will be required 30 days prior to the disconnection of service.

Disconnection of service under this section does not relieve the customer of any separate contracted obligation due the Company.

**1.15 Interruption of Service**

It shall be the obligation of the Subscriber to notify the Carrier of any interruption in service. Before giving such notice, the Subscriber shall ascertain that the trouble is not being caused by any action or omission of the Subscriber, not within his control, or is not in wiring or equipment connected to the terminal of the Carrier.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.16 Credits**

When the service provided by the Carrier under this tariff is interrupted for 120 continuous minutes or more, credit is computed as set forth below, provided such interruption is not shown by the Carrier to have been caused by the negligence or willful act of the Subscriber, or anyone at a Subscriber terminal location, or is not caused by the failure of the Subscriber's equipment or power supply. Credit allowance for interruptions of service which are not due to the Carrier's testing or adjusting, or due to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 1.3 herein.

Credit for failure of service or equipment will be allowed only when such failure is caused by or occurs in facilities or equipment provided by the Carrier. As used in this tariff, all equipment, facilities and/or services for which the Carrier renders a bill for payment are considered provided by the Carrier whether or not the equipment, facilities and/or services are owned and operated by the Carrier.

No credit will be allowed:

- (A) For failure of service or equipment due to Customer or authorized user-provided facilities.
- (B) For failure of service or equipment due to negligence or willful acts of the Customer or his authorized user.
- (C) For unauthorized use by agents, employees, or representatives of the Customer.

Credit is computed by multiplying the monthly rate for the service by the ratio that the number of hours (including fractional parts calculated to the nearest tenth of an hour) in the period of interruptions bears to 720. (For the purpose of this computation, each month shall be considered to have 720 hours). The monthly bill on which the credit will be based for message service shall be the non-usage sensitive billing for the month during which the interruption occurred. An interruption is measured from the time the Carrier detects trouble, or the Subscriber notifies the Carrier of the interruption by an expeditious means, until the trouble is cleared. Each interruption is considered separately for purposes of establishing credit allowance.

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**SECTION 1 - REGULATIONS, (CONT'D.)**

**1.17 Special Customer Arrangements**

In cases where a Customer requests special arrangements which may include engineering, installation, purchase or lease of facilities, and/or other special services not offered under this tariff, Carrier, at its option, will provide the requested services. Appropriate recurring and/or nonrecurring charges will be developed accordingly and filed with the Commission for tariff approval.

**1.18 Connection with Other Communications Services**

A Subscriber may connect communications services provided by other duly authorized and regulated common Carriers to Carrier's service. A Subscriber may also connect with privately owned communications systems, subject to the technical limitations established by Carrier.

**1.19 Returned Check Charge**

A \$25.00 fee will be assessed for all checks returned by the drawee bank for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank.

**1.20 Special or Promotional Offerings**

From time to time, the Carrier may provide certain special or promotional offerings to introduce a current or potential Subscriber to a service not being used by the Subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or nonrecurring charges. All such promotions will be filed with the Commission for tariff approval.

**1.21 Prorating**

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

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

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## SECTION 2 - SERVICE DESCRIPTIONS

### 2.1 Local Service

#### 2.1.1 General

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

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**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).

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**SECTION 2 - SERVICE DESCRIPTIONS, (CONT'D.)**

**2.2 Features, (Cont'd.)**

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

**(G) Call Waiting**

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

**(H) Caller ID**

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 subtending lines so that the customer can receive calls on several lines, although all calls are placed to the same number. Hunting will not work with Call Forward Busy and Don't Answer

**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.

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**SECTION 2 - SERVICE DESCRIPTIONS, (CONT'D.)**

**2.3 Directory Listings**

**2.3.1 Description**

Directory listings will be provided in accordance with Section 1.3.5 of this tariff. The following types of listings are available:

- (A) Primary Listing. A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- (B) Additional Listings. Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- (C) Non-Published Listings. Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Sections 1.3.5;
- (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 a main or additional listings.
- (G) Cross Reference Listing. This provides a reference to another listing in the same directory.

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**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.

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**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.

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**SECTION 2 - SERVICE DESCRIPTIONS, (CONT'D.)**

**2.6 Presubscription**

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

**2.7 Service Restoration Charge**

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.

**2.8 Vanity Number**

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

**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 nonrecurring per account charge will apply to effect changes to a PBX trunking arrangement. Such changes may include, but are not limited to, trunk hunting sequence, a change in signaling arrangement, etc. The Price List can be found in Section 4, herein.

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**SECTION 2 - SERVICE DESCRIPTIONS, (CONT'D.)**

**2.10 Direct Inward Dial (DID) Service<sup>1</sup>**

**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.

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<sup>1</sup> 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

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**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 "H" 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 "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the 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:

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

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**SECTION 3 - PRICE LIST - BUSINESS SERVICES**

**3.1 Business Service Monthly Recurring Charge**

	Local Only	Local w/ Long Distance
Area A	\$37.40	\$30.40
Area B	\$42.90	\$35.90
Area C	\$52.40	\$45.40

**3.2 Service Charges**

	First Line	Each Additional
Service Conversion	\$36.50	\$24.50
Line Installation	\$55.50	\$43.50
Service Restoration	\$40.00	\$40.00

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

**3.3 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
Three-way Conference Calling	\$3.65	\$24.50	\$0.00
Hunting	\$0.00	\$0.00	\$0.00
Call Forward Variable	\$3.75	\$24.50	\$0.00
Call Forward Busy Line	\$0.70	\$24.50	\$0.00
Call Forward Don't Answer	\$0.70	\$24.50	\$0.00
Call Forward BL/DA	\$1.35	\$24.50	\$0.00
Call Waiting	\$3.75	\$24.50	\$0.00
Speed Dial	\$3.75	\$24.50	\$0.00
Speed Dial, Expanded	\$3.80	\$24.50	\$0.00
Caller ID (Name and Number)	\$5.65	\$24.50	\$0.00
Call ID Blocking per line 1	\$0.00	\$24.50	\$0.00
Change Call Blcoking	\$0.00	\$24.50	\$0.00
Vanity Number	\$0.00	\$38.00	\$0.00

**3.4 Directory Listings**

	Monthly Recurring Charge	Nonrecurring Charge
Primary Listing	\$0.00	\$0.00
Additional Listing	\$2.80	\$13.00
Cross Reference Listing	\$2.80	\$13.00
Extra Line Listing	\$2.80	\$13.00
Foreign Listing	\$2.80	\$13.00
Non-Published Listing	\$2.65	\$13.00
Non-Listed Number	\$1.40	\$13.00

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<sup>1</sup> Available only to law enforcement agencies

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

**3.5 Local Directory Assistance**

\$0.40 per call

**3.6 Directory Assistance Call Completion**

\$0.90 per call<sup>1</sup>

**3.7 Operator Services**

	surcharge	per minute charge
Third Party Billing	\$2.20	\$0.1600
Collect	\$2.20	\$0.1600
Person to Person	\$4.50	\$0.1600
Busy Line Verification	\$1.90	\$0.0000
Busy Line Verification 3rd # billed	\$4.10	\$0.0000
Busy Line Verification w/Interrupt	\$4.75	\$0.0000

**3.8 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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<sup>1</sup> Provided where facilities permit; charge in addition to charge in 3.5

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

**3.9 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.

**3.10 Time and Material Charges**

Per Visit	\$115.00
Per ¼ hour	\$18.00

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**SECTION 4 - PRICE LIST - ANALOG PBX SERVICES**

**4.1 Analog PBX Service Monthly Recurring Charge**

	Local Only	Local w/ Long Distance
Area A	\$38.31	\$31.31
Area B	\$44.31	\$37.31
Area C	\$54.81	\$47.81

**4.2 Service Charges**

	First Trunk	Each Additional
Service Conversion	\$36.50	\$24.50
Trunk Installation	\$55.50	\$55.50
Service Restoration	\$40.00	\$40.00
Service Change	\$24.50	\$24.50

**4.3 DID Number Groups**

	Monthly	Nonrecurring
20 Numbers-1st group	\$4.15	\$325.00
20 Numbers- add'l group	\$4.15	\$31.00

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**SECTION 4 - PRICE LIST - ANALOG PBX SERVICES, (CONT'D.)**

**4.4 Features – Analog PBX 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
Hunting	\$2.35	\$24.50	\$0.00
Call Forward Variable	\$3.75	\$24.50	\$0.00
Caller ID (Name and Number)	\$5.65	\$24.50	\$0.00
Call ID Blocking per trunk	\$0.00	\$24.50	\$0.00
Change Call Blcoking	\$0.00	\$24.50	\$0.00
Ground Start	\$0.00	\$0.00	\$0.00
Touch Tone, per trunk equipped	\$0.00	\$0.00	\$0.00

**4.5 Directory Listings**

	Monthly Recurring Charge	Nonrecurring Charge
Primary Listing	\$0.00	\$0.00
Additional Listing	\$2.80	\$13.00
Cross Reference Listing	\$2.80	\$13.00
Extra Line Listing	\$2.80	\$13.00
Foreign Listing	\$2.80	\$13.00
Non-Published Listing	\$2.65	\$13.00
Non-Listed Number	\$1.40	\$13.00

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**SECTION 4 - PRICE LIST - ANALOG PBX SERVICES, (CONT'D.)**

**4.6 Local Directory Assistance**

\$0.40 per call

**4.7 Directory Assistance Call Completion**

\$0.90 per call<sup>1</sup>

**4.8 Operator Services**

	surcharge	per minute charge
Third Party Billing	\$2.20	\$0.1600
Collect	\$2.20	\$0.1600
Person to Person	\$4.50	\$0.1600
Busy Line Verification	\$1.90	\$0.0000
Busy Line Verification 3rd # billed	\$4.10	\$0.0000
Busy Line Verification w/Interrupt	\$4.75	\$0.0000

**4.9 Presubscription**

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

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<sup>1</sup> Provided where facilities permit; charge in addition to charge in 4.5

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**SECTION 4 - PRICE LIST - ANALOG PBX SERVICES, (CONT'D.)**

**4.10 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.

**4.11 Time and Material Charges**

Per Visit	\$115.00
Per ¼ hour	\$18.00

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**SECTION 5 - PRICE LIST - LOCAL DIGITAL SERVICE**

**5.1 Local Digital Service Monthly Recurring Charge**

ISDN-PRI – Per D Channel \$100.00

**5.2 Local Digital Service Nonrecurring Charge**

ISDN-PRI – Per D Channel \$2500.00

**5.3 Optional Features**

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

**5.4 Presubscription**

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

First Line \$5.00  
Each Additional \$1.50

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

**5.5 Miscellaneous Charges**

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

**5.6 Directory Listings**

	Monthly Recurring Charge	Nonrecurring Charge
Additional Listing	\$2.80	\$13.00
Extra Line Listing	\$2.80	\$13.00
Foreign Listing	\$2.80	\$13.00
Cross Reference Listing	\$2.80	\$13.00
Non-Listed Number	\$1.40	\$13.00
Non-Published Number	\$2.65	\$13.00

**5.7 Operator Services**

	Surcharge	Per minute
Third party billing	\$2.20	\$0.1600
Collect	\$2.20	\$0.1600
Person to Person	\$4.50	\$0.1600
Busy Line Verification	\$1.90	\$0.0000
Busy Line Verification w/ interrupt	\$4.75	\$0.0000

**5.8 Local Directory Assistance**

\$0.40 per call

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

**5.9 Directory Assistance Local Call Completion**

\$0.90 per call<sup>5</sup>

**5.10 Time and Material Charges**

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

	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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<sup>5</sup> Provided where facilities permit; charge in addition to charge in 5.8

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