

This tariff, Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications  
Washington Price List No. 6 cancels and replaces in its entirety  
Matrix Telecom, Inc. also d/b/a Trinsic Communications Washington Price List No. 1.

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

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Issued: January 1, 2008  
Issued by:

Scott Klopach  
Vice President and General Counsel  
7171 Forest Lane, Suite 700  
Dallas, Texas 75320

Effective: January 1, 2008

**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.

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**APPLICATION OF PRICE LIST**

This price list 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 price list and may be revised, added to or supplemented by superseding issues.

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### **EXPLANATION OF SYMBOLS**

The following symbols shall be used in this price list 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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## SECTION 1 - EXPLANATION OF TERMS

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

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

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

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

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

**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.

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

**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 provider 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.

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

**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.

**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.

**Local Service:** Telephone exchange service within a local calling area.

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

**PBX:** A private branch exchange.

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

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

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

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

**Recurring Charge:** 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 price list, 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 price list, but the duration of the service is calculated from the Service Commencement Date.

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

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

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

**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 Price list.

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## **SECTION 2 - REGULATIONS**

### **2.1 Undertaking of the Company**

- 2.1.1** The Company undertakes to provide the services in this price list on the terms and conditions and at the rates and charges set forth herein.
- 2.1.2** The Company is responsible under this price list 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 price list to obtain access to services offered by other service providers.
- 2.1.3** The Company will provide a toll-free number giving Customers access to service personnel during regular business hours.
- 2.1.4** The Company will comply with any applicable quality of service requirements according to Washington laws and rules.

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

**2.2 Terms and Conditions**

- 2.2.1** Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this price list. The Customer will be required to execute any other documents as may be reasonably requested by the Company.
- 2.2.2** Service is provided for a minimum period of at least one month, 24 hours a day. A month is considered to have thirty days unless otherwise specified. At the expiration of the initial terms specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current price list, 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 price list 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.
- 2.2.3** This price list shall be interpreted and governed by the laws of the State of Washington without regard for the State's choice of law provisions.
- 2.2.4** Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.2.5** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.6** In response to a subpoena or investigation or other demand issued or authorized by a court or government agency, the Company shall provide customer records and related information without further notice.
- 2.2.7** 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 2 – REGULATIONS, (CONT'D.)**

**2.3 Notification of Service Affecting Activities**

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

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

**2.4 Provision of Equipment and Facilities**

- 2.4.1** The Company will make reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this price list. The Company does not guarantee availability by any such date and any liability of the Company will be limited by Section 2.5 of this price list.
- 2.4.2** 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.
- 2.4.3** The furnishing of service under this price list is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities, as well as the facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 2.4.4** Customer bears all responsibility in the event they utilize equipment not approved or authorized by the Company. Customer shall supply all electrical power and other utilities necessary to operate or use the services provided.

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

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

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

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

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

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

**2.5 Liability of the Company**

- 2.5.1** The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.5.2** The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this price list. 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 price list, and subject to the provisions of Section 2.7.2, the Company's liability, if any, shall be limited as provided herein.

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

**2.5 Liability of the Company (cont'd)**

- 2.5.3** The Company shall be indemnified, defended and held harmless against any claim, loss or damage arising from the use of service offered under this price list, 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 price list.
- 2.5.4** The Company's failure to provide or maintain services under this price list 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.
- 2.5.5** The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's exchange access lines. 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 2 – REGULATIONS, (CONT'D.)**

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

**2.5.6 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.

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

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

**2.5.7 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 price list 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 price list 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.

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

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

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

**B. (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.

**2.5.8 With Respect to Caller ID Blocking**

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 2 – REGULATIONS, (CONT'D.)**

**2.6 Directory Listings**

- 2.6.1** The Company will, as a service to the Customer, arrange for listing of Customer's phone number in the local white pages telephone directories, such listing to consist of one line of standard type. The Company's liability with respect to directory listings is set forth in Section 2.5.2 preceding. Customer must contact its yellow pages representative concerning its advertising in yellow pages directories.
- 2.6.2** 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 price list, Customer acknowledges and agrees with the release of information as described above.
- 2.6.3** 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.
- 2.6.4** The Company shall not be liable for any act or omission concerning the implementation of presubscription as defined herein.

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

**2.7 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.

**2.7.1 Temporary Suspension for Repairs**

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

**2.7.2 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 thereunder 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.

**2.7.3 Limitations on Credit Allowances**

No credit allowances will be made for:

- 1.** interruptions due to the negligence of, or non-compliance with the provisions of this Price list by the Customer;
- 2.** interruptions which are restored on or before the day after the interruption is reported or discovered by the Company.

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

**2.8 Obligations of the Customer**

The Customer shall be responsible for:

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

**2.8.1 Claims**

- 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 2 – REGULATIONS, (CONT'D.)**

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

**2.8.2 Station Equipment**

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

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

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

**2.8.3 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. Customer shall be liable for damages resulting from Customer's use of non-compatible equipment.
- B. Local services may be connected to the services or facilities of other communication carriers only when authorized by, and in accordance with, the terms and conditions of the price lists of the other communication carriers which are applicable to such connections.
- C. Services furnished under this price list may be connected to Customer provided terminal equipment in accordance with the provisions of this price list.

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

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

**2.8.4 Inspections**

- A.** Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements as set forth herein 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.

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

**2.9 Payment Arrangements**

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

**2.9.1 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.

**2.9.2 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.

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

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

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

- 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 \$15.00 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 2 – REGULATIONS, (CONT'D.)**

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

**2.9.3 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.

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

**2.10 Discontinuance of Service**

The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to discontinuance of service.

Upon the Company's discontinuance of service to Customer pursuant to this section, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this price list.

**2.10.1 Discontinuance of Service by the Company**

- A. The Company may discontinue or suspend service to Customer without prior written notice without incurring liability for the following reasons:
  - 1. The existence of an obvious hazard to the safety or health of the consumer or the general population or the Company's personnel; or
  - 2. The Company has evidence of tampering or evidence of fraud.
  
- B. The Company may discontinue or suspend service to Customer upon no less than 5 days written notice without incurring liability for the following reasons:
  - 1. Customer violation of any of the provisions of this price list, and/or violation of the Commission's rules and regulations;
  - 2. Failure to pay a bill for service;
  - 3. Failure to meet or maintain the Company's credit and deposit requirements;
  - 4. Failure of the Customer to provide the Company reasonable access to its equipment and property;
  - 5. Customer breach of contract for service between the Company and the customer;
  - 6. When necessary for the utility to comply with an order of any governmental agency having such jurisdiction;
  - 7. Unauthorized resale of service.

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

**2.10 Discontinuance of Service, (Cont'd.)**

**2.10.2 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 2.7), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.10.5, all costs, fees, and expenses incurred in connection with:
1. all non-recurring charges reasonably expended by Company to establish service to Customer, plus
  2. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
  3. all recurring charges specified in the applicable service order price list for the balance of the then current term.

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

**2.10 Discontinuance of Service, (Cont'd.)**

**2.10.3 Cancellation of Application for Service**

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

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

**2.11 Restoration of Service**

When Customer's service has been disconnected in accordance with this price list 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.

**3.12 Transfers and Assignments**

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.

**2.13 Notices and Communications**

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

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

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

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

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

**2.14 Promotional Offers**

The Company may, from time to time, make promotional offerings of its services, which may include waiving or reducing applicable charges for the promoted service, a redemption coupon or a premium with the purchase of promoted service. 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.

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

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

**2.16 Customer Service**

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

**2.17 Prorating**

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

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

### SECTION 3 – SERVICE DESCRIPTIONS AND RATES

#### 3.1 Local Service

##### 3.1.1 General

- A. Matrix's 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 presubscribed 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 Washington Utilities and Transportation Commission.

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

**3.1 Local Service, (Cont'd.)**

**3.1.2 Monthly Recurring Charges**

\$76.50 maximum

**3.1.3 Initial Service Conversion Charge**

The following charge applies when an existing local service line or trunk is converted to Matrix Telecom, Inc.'s local service. It is a one-time, non-recurring charge:

\$52.00 maximum<sup>1</sup>

**3.1.4 Installation Charge**

The following charge applies per line when a new local service line or trunk is added to a new or existing account. It is a one-time, non-recurring charge:

\$105.00

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<sup>1</sup> PBX trunk customers who are converting from a rate stabilized service will incur an additional conversion charge. The above maximum rate applies.

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

**3.2 Features**

**3.2.1 General**

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

**A. Call 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.

**B. 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. A distinctive ring alerts the customer when the called number becomes available.

**C. 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.

**D. 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 rerouted 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.

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

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

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

**E. 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.

**F. 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.

**G. 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.

**H. 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.

**I. 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 3 – SERVICE DESCRIPTIONS AND RATES, ( CONT'D.)**

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

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

**J. Call Waiting**

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

**K. 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.

**L. 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.

**M. 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.

**N. 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.

**O. 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.

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

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

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

**P. 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.

**Q. Toll Blocking**

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

**3.2.2 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 3 – SERVICE DESCRIPTIONS AND RATES, ( CONT'D.)**

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

**3.2.3 Rates**

All rates stated are maximum charges.

	Non Recurring <u>Charge</u>	Monthly Recurring <u>Charge</u>	Per Usage <u>Charge</u>
Call Return	n/a	n/a	\$1.50
Continuous Redial	n/a	n/a	\$1.50
Call Trace		\$4.00	
Call Transfer	\$24.50	\$11.60	
Caller ID	\$24.50	\$15.00	
Call Forward	\$24.50	\$9.00	
Call Forward Busy Line	\$24.50	\$15.00	
Call Forward Don't Answer	\$24.50	\$7.50	
Call Forward Busy Line/Don't Answer	\$24.50	\$13.00	
Call Waiting	\$24.50	\$14.00	
Direct Connect Line	\$24.50	\$4.50	
Hunting	\$24.50	\$15.00	
Remote Call Forward	\$60.00	\$38.00	
Speed Dial	\$24.50	\$5.50	
Speed Dial, Expanded	\$24.50	\$8.50	
Third Number/Collect Blocking	\$24.50	\$14.00	
Three Way Calling	\$24.50	\$7.50	\$4.00
Toll Blocking	\$52.00	\$9.50	

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

**3.3 Directory Listings**

**3.3.1 Description**

Directory listings will be provided in accordance with Section 2.6 of this price list. 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. Nonpublished listings are subject to the provisions set forth in Sections 2.2 and 2.6;
- 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 a main or additional listings.
- G. Cross Reference Listing. This provides a reference to another listing in the same directory.

**3.3.2 Rates**

All rates stated are maximum charges.

	Non-Recurring <u>Charge</u>	Monthly Recurring <u>Charge</u>
Primary Listing	n/c	n/c
Additional Listing	\$41.50	\$5.50
Cross Reference Listing	\$41.50	\$5.50
Non-Published Listing	\$41.50	\$15.50
Non-Listed Number	\$41.50	\$15.50
Foreign Listing	\$41.50	\$15.50

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

**3.4 Directory Assistance**

**3.4.1 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.

**3.4.2 Rates**

\$1.10 per call maximum

For all requests for Directory Assistance Call Completion, the following additional charge will apply:

\$.70 per call maximum

**3.4.3 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 3 – SERVICE DESCRIPTIONS AND RATES, ( CONT'D.)**

**3.5 Operator Services**

**3.5.1 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 3 – SERVICE DESCRIPTIONS AND RATES, ( CONT'D.)**

**2.5 Operator Services, (Cont'd.)**

**3.5.2 Maximum Rates**

	<u>surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$2.60	\$0.54
Collect	\$2.60	\$0.54
Person to Person	\$7.00	\$0.54
Station to Station	\$2.60	\$0.54
Busy Line Verification	\$2.80	
Busy Line Verification w/Interrupt	\$5.50	

**3.6 Presubscription**

**3.6.1 Description**

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

**3.6.2 Rates**

- A.** Intra and/or interLATA carrier change  
\$15.00 maximum per line, per occurrence
- B.** A single occurrence can include a change of both the intraLATA and interLATA carriers.

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

**3.7 Service Restoration Charge**

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

\$104.00 maximum

**3.8 Vanity Number**

When a customer requests a specific number (e.g. 555-TOYS), and the number is available, the following maximum charges will apply:

Nonrecurring charge: \$430.00

Monthly recurring charge: \$18.50

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

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. Installation and conversion charges as detailed in Sections 3.1.3 and 3.1.4 also apply. The monthly recurring charge covers all applicable state surcharges.

**3.9.1 Rates**

Monthly Recurring Charge: \$130.00 maximum per trunk

**3.9.2 Rearrangement of PBX Service**

A non-recurring 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.

**A. Rates**

The following maximum charge will apply per account, per occasion of change requested:

\$80.00

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

**3.10 Direct Inward Dial (DID) Service**

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.

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.

**3.10.1 Rates**

All rates stated are maximums:

Description	Non-Recurring <u>Charge</u>	Monthly Recurring <u>Charge</u>
DID Central Office Termination	\$104.00	\$101.00
DID Number Group	\$40.00	\$10.00

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

**3.11 Moves, Adds and Changes**

**3.11.1** Non-recurring Installation Charges as described in Sections 3.1 and 3.9 of this price list will be applied per line when a Customer moves to a new address within the same local exchange.

**3.11.2** Non-recurring charges as described in Sections 3.2, 3.3, 3.6 and 3.10 of this price list will be applied per line when a Customer requests any changes or additions to an existing account.

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**SECTION 4 - PRICE LIST**

**4.1 Business Line Service Monthly Recurring Charge**

\$26.89 per line

**4.2 Initial Service Conversion Charge**

\$20.00 per line or trunk converted

**4.3 Line Installation Charge**

\$44.50 per line or trunk

**4.4 Features**

	Non Recurring <u>Charge</u>	Monthly Recurring <u>Charge</u>	Per Usage <u>Charge</u>
Call Return	n/a	n/a	\$0.75
Continuous Redial	n/a	n/a	\$0.75
Call Trace	n/a	n/a	\$1.50
Caller ID	\$10.00	\$7.25	
Call Forward	\$10.00	\$2.50	
Call Forward Busy Line	\$10.00	\$ .95	
Call Forward Don't Answer	\$10.00	\$1.90	
Call Forward Busy Line/Don't Answer	\$10.00	\$2.35	
Call Waiting	\$10.00	\$2.50	
Hunting	\$10.00	\$ .49	
Speed Dial	\$10.00	\$2.75	
Speed Dial, Expanded	\$10.00	\$3.25	
Third Number/Collect Blocking	\$0.00	\$0.00	
Three Way Calling	\$10.00	\$2.50	\$0.75
Toll Blocking	\$22.00	\$1.85	

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

**4.5 Directory Listings**

	<u>Non-Recurring Charge</u>	<u>Monthly Recurring Charge</u>
Primary Listing	n/c	n/c
Additional Listing	\$4.50	\$1.00
Cross Reference Listing	\$4.50	\$1.75
Non-Published Listing-Business	\$4.50	\$0.75
Non-Published Listing-PBX Trunk	\$4.50	\$2.25
Non-Listed Number	\$4.50	\$2.25
Foreign Listing-Business	\$4.50	\$1.00
Foreign Listing-PBX Trunk	\$4.50	\$2.25

**4.6 Directory Assistance**

\$.35 per call

**4.7 Directory Assistance Call Completion**

\$.70 per call

**4.8 Operator Services**

	<u>surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$0.65	\$0.24
Collect	\$0.65	\$0.24
Person to Person	\$1.30	\$0.24
Station to Station	\$0.65	\$0.24
Busy Line Verification	\$0.80	
Busy Line Verification w/Interrupt	\$0.95	

**4.9 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 4 - PRICE LIST, (CONT'D.)**

**4.10 Service Restoration Charge**

\$10.00 per occurrence

**4.11 Vanity Number**

Nonrecurring charge: \$250.00  
Monthly recurring charge: \$0.00

**4.12 PBX Service**

Monthly Recurring Charge: \$33.75 per trunk

**4.13 PBX Rearrangement of Service**

\$20.00 per account, per request  
\$20.00 each additional

**4.14 DID Number Service**

Description	Non-Recurring <u>Charge</u>	Monthly Recurring <u>Charge</u>
DID Central Office Termination	\$38.00	\$30.75
DID Number Group	\$19.00	\$2.80

**4.15 Moves, Adds and Changes**

Non-recurring charges as shown in this Section 4 - Price List, will be applied when Customer requests moves, adds and/or changes to existing service arrangements.

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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 Non-Recurring 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. 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.

**5.5 Miscellaneous Charges**

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Foreign Exchange Service (Per T)	\$100.00	\$0.00
Service Change Charge	\$0.00	\$15.00

**5.6 Directory Listings**

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Additional Listing	\$1.75	\$4.50
Extra Line Listing	\$1.75	\$4.50
Foreign Listing	\$2.25	\$4.50
Cross Reference Listing	\$1.75	\$4.50
Non-Listed Number	\$2.25	\$4.50
Non-Published Number	\$2.25	\$4.50

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

**5.7 Operator Services**

	<u>Charge</u>
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

**5.8 Local Directory Assistance**

\$0.60 per call

**5.9 Directory Assistance Local Call Completion**

\$0.30 per call<sup>2</sup>

**5.10 Time and Material Charges**

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

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

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<sup>2</sup> Provided where facilities permit.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES**

**6.1 General**

**6.1.1 Description of Service**

Trinsic Communications, Inc. offers outbound long distance (1+) service, directory assistance and local exchange services for communications originating and terminating within the State of Washington under terms of this price list. All services are provided, subject to availability of facilities and equipment. Local exchange service is offered in areas currently served by the following Incumbent LECs: 1) U S WEST, Inc. All rates set forth in this Price List are subject to change by the Company pursuant to notice requirements established by the Commission.

**6.1.2 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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.2 Timing of Calls**

**6.2.1 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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.3 Location of Service**

Communications may originate and terminate in any area within the State of Washington. Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following incumbent LECs:

- (a) US West Communications

Local Calling Areas and exchanges are equivalent to those specified by Incumbent LECs as follows:

- (a) US West Communications Price List WN U-31, Section 5

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.3 Location of Service, (Cont'd.)**

**6.3.1 Exchange, UNE Zone and Local Calling Area Designations**

When UNE zones are used in the rate tables in this tariff, the applicable zone rate is based on the following chart.

<b>Exchange</b>	<b>UNE Zone</b>	<b>Local Calling Areas</b>
Aberdeen-Hoquiam	3	Aberdeen-Hoquiam, Copalis, Grayland, Humptulips, Lake Quinault, Montesano, Ocosta, Pacific Beach, Westport
Auburn	2	Auburn, Black Diamond, Des Moines, Enumclaw, Kent, Renton, Seattle, Sumner, Tacoma Waverly rate area
Bainbridge Island	2	Bainbridge Island, Seattle
Battle Ground	3	Amboy, Battle Ground, LaCenter, Ridgefield, Vancouver, Yacolt
Belfair	3	Belfair, Bremerton, Dewatto, Port Orchard, Silverdale, Union
Bellevue	1	Ames Lake, Bellevue, Carnation, Fall City, Issaquah, Kirkland, North Bend, Renton, Seattle, Snoqualmie Pass
Bellingham	2	Acme, Bellingham, Blaine/Birch Bay, Custer, Deming, Everson, 3, 360 / 758, Ferndale, Laurel, Lynden/Maple Falls, Sumas 778
Black Diamond	4	Auburn, Black Diamond, Enumclaw, Kent, Maple Valley
Bremerton	2	Arletta, Belfair, Bremerton, Dewatto, Fox Island, Gig Harbor, Lakebay, Port Orchard, Poulsbo, Silverdale
Buckley	3	Buckley, Enumclaw, Orting, South Prairie, Sumner
Castle Rock	4	Castle Rock, Longview-Kelso, Vader, Toledo
Centralia	3	Centralia, Chehalis, Curtis, Mossyrock, Onalaska, Pe Ell, Rochester, Salkum, Toledo, Winlock
Chehalis	4	Centralia, Chehalis, Curtis, Mossyrock, Onalaska, Pe Ell, Salkum, Toledo, Winlock

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.3 Location of Service, (Cont'd.)**

**6.3.1 Exchange, UNE Zone and Local Calling Area Designations**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Local Calling Areas</b>
Clarkston	2 (ID)	Asotin, Clarkston, Lapwai, ID, Lewiston, ID, Anatone, ID
Cle Elum	3	Cle Elum, Easton, Roslyn
Colfax	4	Colfax
Colville	4	Colville, Hunters, Kettle Falls, Chewelah, Northport
Copalis	3	Aberdeen-Hoquiam, Copalis, Pacific Beach
Coulee Dam	4	Coulee Dam, Nespelem
Crystal Mountain Dayton		Crystal Mountain, Enumclaw Dayton, Starbuck, Waitsburg, Walla Walla
Deer Park	4	Deer Park, Loon Lake, Spokane, Springdale
Des Moines	2	Auburn, Des Moines, Kent, Renton, Seattle, Tacoma Waverly rate area
Easton	4	Cle Elum, Easton, Roslyn
Elk	4	Elk, Spokane, Green Bluff
Enumclaw	3	Auburn, Black Diamond, Buckley, Crystal Mountain, Enumclaw, Orting, South Prairie, Sumner
Ephrata	3	Ephrata, George, Moses Lake, Quincy, Soap Lake, Wilson Creek
Graham	3	Eatonville, Graham, Orting, Puyallup, Rainier, Roy, Tacoma, Yelm
Green Bluff	4	Green Bluff, Spokane, Elk
Hoodsport	4	Hoodsport, Shelton, Union
Issaquah	2	Bellevue, Carnation, Fall City, Issaquah, Kirkland, Maple Valley, North Bend, Renton, Seattle, Snoqualmie Pass
Kent	3	Auburn, Black Diamond, Des Moines, Kent, Maple Valley, Renton, Seattle
Liberty Lake	3	Liberty Lake, Spokane
Longview-Kelso	3	Castle Rock, Cathlamet, Kalama, Longview-Kelso, Vader, Toledo
Loon Lake	4	Deer Park, Loon Lake, Spokane
Maple Valley	3	Black Diamond, Issaquah, Kent, Maple Valley, Renton, Seattle Adams, Seattle North, Seattle South
Moses Lake	3	Ephrata, Moses Lake, Othello, Wilson Creek, Soap Lake, Warden
Newman Lake	3	Newman Lake, Spokane
Northport	5	Northport, Colville
Olympia	2	Olympia, Shelton, Bucoda, Rainier, Rochester, Tenino, Yelm
Omak-Okanogan	4	Omak-Okanogan, Tonasket

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.3 Location of Service, (Cont'd.)**

**6.3.1 Exchange, UNE Zone and Local Calling Area Designations**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Local Calling Areas</b>
Oroville	4	Oroville, Loomis, Molson/Chesaw, Mount Hull
Othello	4	Moses Lake, Othello
Pasco	3	Benton City, Eltopia, Kennewick, Mathews Corner, Pasco, Richland
Pateros	5	Brewster, Bridgeport, Pateros
Pomeroy	5	Pomeroy
Port Angeles	3	Port Angeles, Sequim, Gardner
	4, 360 / 928	
Port Ludlow	3	Port Ludlow, Port Townsend, Chemicum(Center)
Port Orchard	3	Arletta, Belfair, Bremerton, Fox Island, Gig Harbor, Lakebay, Port Orchard, Silverdale
Port Townsend	3	Brinnon, Center, Port Ludlow, Port Townsend, Quilcene
Puyallup	2	Graham, Orting, Puyallup, S. Prairie, Sumner, Tacoma
Renton	2	Auburn, Bellevue, Des Moines, Issaquah, Kent, Maple Valley, Renton, Seattle
Ridgefield	3	Battle Ground, LaCenter, Ridgefield, Woodland, Vancouver
Rochester	4	Centralia, Rochester, Olympia
Roy	3	Graham, Rainier, Roy, Tacoma, Yelm
Seattle	1	Ames Lake, Auburn, Bainbridge Island, Bellevue, Bothell, Des Moines, Halls Lake, Issaquah, Kent, Kirkland, Maple Valley, Renton, Richmond Beach, Seattle, Vashon
Sequim	3	Gardiner, Port Angeles, Sequim
Shelton	3	Hoodsport, Olympia, Shelton, Union

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.3 Location of Service, (Cont'd.)**

**6.3.1 Exchange, UNE Zone and Local Calling Area Designations**

<b>Exchange</b>	<b>UNE Zone</b>	<b>Local Calling Areas</b>
Silverdale	2	Belfair, Bremerton, Port Orchard, Silverdale, Hansville, Kingston, Poulsbo, Suquamish
Spokane	3	Cheney, Deer Park, Edwall-Tyler, Elk, Fairfield, Green Bluff, Latah, Liberty Lake, Loon Lake, Medical Lake, Newman Lake, Reardan, Rockford, Spangle, Spokane, Sprague, Springdale
Springdale	5	Deer Park, Spokane, Springdale
Sumner	2	Auburn, Buckley, Enumclaw, Orting, Puyallup, South Prairie, Sumner, Tacoma
Tacoma	2	Tacoma rate area Arletta, Eatonville, Fox Island, Gig Harbor, Graham, Lakebay, Orting, Puyallup, Rainier, Roy, South Prairie, Sumner, Tacoma, Tacoma Waverly, Yelm
Tacoma Waverly	2	Arletta, Auburn, Des Moines, Eatonville, Fox Island, Gig Harbor, Graham, Lakebay, Orting, Puyallup, Rainier, Roy, South Prairie, Sumner, Tacoma, Tacoma Waverly, Yelm
Touchet	3	Touchet, Walla Walla, Stateline, OR
Vancouver	2	Amboy, Battle Ground, Camas-Washougal, LaCenter, Ridgefield, Vancouver, Woodland, Yacolt
Waitsburg	4	Dayton, Waitsburg, Walla Walla, Stateline, OR
Walla Walla	3	Dayton, Eureka, Prescott, Touchet, Waitsburg, Walla Walla, Milton-Freewater, Stateline, OR
Warden	4	Moses Lake, Warden
Winlock	4	Chehalis, Centralia, Toledo, Winlock
Yakima	2	Cowiche, Harrah, Naches, Nile, Rimrock/White Pass, Selah, Tieton, Toppenish, Wapato, White Swan, Yakima, Zillah

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.4 Network Exchange Bundled Service**

**6.4.1 General**

Trinsic offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access<sup>1</sup> may be available with some packages at an additional 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:

**A. Primary Line**

The initial residential local exchange access line per account.

**B. Secondary Line**

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

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

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

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.

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.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

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

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

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

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.1 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.

VIP Alert - Allows a customer to program telephone numbers of selected callers, enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone.

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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

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

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.

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.

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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.2 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 LONGDISTANCE 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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.3 Member to Member Service**

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

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.4 Trinsic Unlimited Service (1)**

Package Price for Trinsic Unlimited

Primary Line, per month	
UNE Zones 1:	\$65.19
UNE Zones 2:	\$65.19
UNE Zone 3:	\$65.19
UNE Zones 4:	\$70.37
UNE Zones 5:	\$90.55
Secondary Line, per month	
UNE Zones 1, 2, 3, 4:	\$39.33
UNE Zone 5:	\$54.34
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 company's 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.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.4 Trinsic Unlimited Service, (cont'd.)**

**A.** Trinsic Unlimited includes the following:

1. Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card Service in the Company's Washington Pricing Guide No. 5. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited Service.
2. Local line and unlimited local calling
3. Primary Line Custom Calling Features Package: Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Trace, Three-Way Calling and Speed Calling included at no charge.

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

4. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature:                      \$3.00

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.5 TrinsicBUSINESS Simplicity Service**

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

**A. Outbound Service**

Primary Line, per month	\$49.99
Additional Lines, per month:	\$39.99
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

**B. Feature Packages**

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

Monthly Rate:	\$4.95
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<sup>#</sup>Service Connection fee waived for those customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.5 TrinsicBUSINESS Simplicity 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. Trinsic Business Simplicity Service Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Simplicity Toll Free Service until such time as that service is specifically identified as having migrated to another carrier. Call charges are billed to the Subscriber rather than to the originating caller. Rates are neither time-of-day sensitive nor mileage sensitive. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

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

**D. Travel Card Service**

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

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

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.6 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.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.7 Trinsic Basic Service with PVA (1)**

Trinsic Basic Service with PVA provides a basic residential local exchange line with Call Waiting for outbound calling. Personal Voice Mail Assistant (PVA) allows the customer access to enhanced features such as Address Book, including distribution lists, the ability to send and the ability to receive voice emails. Voice mail may be purchased at an additional charge (See Note 1).

Primary Line, per month	
UNE Zone 1:	\$41.39
UNE Zone 2	\$41.39
UNE Zone 3:	\$41.39
UNE Zone 4:	\$41.39
UNE Zone 5:	\$41.39
Secondary Line, per month	
UNE Zone 1:	\$36.23
UNE Zone 2	\$36.23
UNE Zone 3:	\$36.23
UNE Zone 4:	\$36.23
UNE Zone 5:	\$36.23
New Service Connection Fee, one-time charge, per line <sup>#</sup>	
Per Primary Line:	\$69.99
Per Secondary Line:	\$55.00

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

- 1. Local line and unlimited local calling**
- 2. Call Waiting**
- 3. Member to Member Service**

(1) This service was formerly known as Z-LineHOME Basic Service with PVA.

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

Note 1: Voicemail may be purchased for an additional charge. This service is not regulated by the Commission. Call Forwarding Busy No Answer is only available to customers with voicemail. Other enhanced features such as Find Me and notify me are also only available to customers who choose to purchase voice mail.

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Issued: January 1, 2008  
Issued by:

Scott Klopach  
Vice President and General Counsel  
7171 Forest Lane, Suite 700  
Dallas, Texas 75320

Effective: January 1, 2008

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.4.7 Trinsic Basic Service with PVA, (Cont'd.)**

- B.** Custom Calling Features Package: An optional Feature Pack to include Caller ID/Caller ID with Name, Three-Way Calling Speed Calling and Call Forwarding Variable may be purchased at an additional monthly charge. This Feature Package may be added to the Primary and Additional line.

Feature Pack, per month: \$4.95

- C.** Intrastate long distance may be utilized with this service.

Direct Dial rate per minute: \$0.070  
Call completion through PVA per minute: \$0.070

**D. 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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.5 Trinsic Business Plus Service\*\***

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

**6.5.1 Local Exchange Service**

**A. Local Business Line**

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

	<u>Qwest</u>	<u>Verizon</u>
Monthly Rate:	\$24.00	\$62.00
Service Connection Fee, one-time charge per line <sup>1</sup>		
Per Line:	\$49.99	\$49.99

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

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

**B. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 9.3.6.

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

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

\*\* This service is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.5.2 Trinsic Business Plus Toll Service**

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

Rate Per Minute: \$0.059

**6.5.3 Trinsic Business Plus Toll Free Service**

Trinsic Business Plus Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Trinsic Business Plus Local Exchange Service. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Call charges are billed to the Subscriber rather than to the originating caller. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

Rate per minute: \$0.045

Monthly Recurring Charge Per toll free access line: \$3.00

Toll Free Service Installation: \$20.00 \*

Vanity Toll Free Number Search: \$9.99

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

\*\* This service is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.5.4 Travel Card Service**

Trinsic Business Plus Travel Card Service is available to Trinsic Business Plus Local Exchange Service Customers who also purchase Trinsic Business Plus Toll Service. Calls may be made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

Rate Per Minute: \$0.045

**6.5.5 Business Network Service**

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

Rate Per Minute: \$0.039

\*\* This service is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.5.6 Calling Features**

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

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

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

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

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

\*\* This service is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.5.6 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 is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.5.7 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.

**A. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service. (See Section 6.5 of this tariff).

**B. Monthly Recurring Charge**

	<u>Qwest</u>	<u>Verizon</u>
Per line:	\$15.00	\$15.00

\*\* This service is grandfathered in the Qwest Service Area and available to existing Customers only effective March 16, 2005.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.6 Trinsic Spectrum Local Plus PPS**

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

**6.6.1 Local Exchange Service**

**A. Local Business Line**

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

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

**B. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 2.9.6 of this tariff.

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.6 Trinsic Spectrum Local Plus PPS, (Cont'd.)**

**6.6.2 Trinsic Spectrum Local Plus PPS Toll Service**

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

	<u>Qwest</u>	<u>Verizon</u>
Rate Per Minute:	\$0.0500	N/A

**6.6.3 Trinsic Spectrum Local Plus PPS Toll Free Service**

Trinsic Spectrum Local Plus PPS Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Trinsic Spectrum Local Plus PPS 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. Calls are billed in six (6) second increments. Rates are not mileage or time-of-day sensitive. A Monthly Recurring Charge applies in addition to usage rates.

	<u>Qwest</u>	<u>Verizon</u>
Rate per minute:	\$0.045	N/A
Monthly Recurring Charge per toll free access line:	\$3.00	N/A
Toll Free Service Installation:	\$20.00 <sup>1</sup>	N/A
Vanity Toll Free Number Search:	\$9.99	N/A

<sup>1</sup> The Toll Free Service Installation charge is not applied when a Customer migrates from another telephone company, or if Toll Free Service is included with the initial order for service.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.6 Trinsic Spectrum Local Plus PPS, (Cont'd.)**

**6.6.4 Trinsic Spectrum Local Plus PPS Travel Card Service**

Trinsic Spectrum Local Plus PPS Travel Card Service is available to Trinsic Spectrum Local Plus PPS Local Exchange Service Customers who also purchase Trinsic Spectrum Local Plus PPS Toll Service. Calls may be made away from the Customer's business location and billed to the business account. Calls are billed in six (6) second increments.

	<u>Qwest</u>	<u>Verizon</u>
Rate Per Minute:	\$0.045	N/A

**6.6.5 Business Network Service**

Business Network Service is an optional service available to Trinsic Spectrum Local Plus PPS Customers for outbound calling from presubscribed lines. This service allows Trinsic Spectrum Local Plus PPS 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. Calls may be made to other Trinsic business Customers or to Trinsic residential Customers. Calls are billed in six (6) second increments after the initial minimum period of six (6) seconds and originate and terminate on Customer-provided switched access lines. Rates are not mileage or time-of-day sensitive.

	<u>Qwest</u>	<u>Verizon</u>
Rate Per Minute:	\$0.039	N/A

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.6 Trinsic Spectrum Local Plus PPS, (Cont'd.)**

**6.6.6 Calling Features**

Customers subscribing to Trinsic Spectrum Local Plus PPS 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.

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.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.6 Trinsic Spectrum Local Plus PPS, (Cont'd.)**

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

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

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

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

**6.6.7 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.

	<u>Qwest</u>	<u>Verizon</u>
Monthly Rate, per line:	\$15.00	N/A

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.7 Service Orders and Change Charges**

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

**6.7.1 Service Order Charges**

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

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

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

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

Technician Dispatch Charge - 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.

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.7 Service Orders and Change Charges, (Cont=d.)**

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

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

Set-Up Fee - 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.

**6.7.2 Change Order Charges**

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

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

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

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

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

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

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

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.7 Service Orders and Change Charges, (Cont=d.)**

**6.7.3 Record Change Charges**

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

**6.7.4 Miscellaneous Charges**

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.7 Service Orders and Change Charges**

**6.7.5 Rates**

	<u>Residence</u>	<u>Business</u>
<u>Service Order Charges</u>		
Primary Service Connection Charge	*	*
Secondary Service Connection Charge	*	*
Transfer of Service Charge, Primary Line	\$89.99	\$49.99
Transfer of Service Charge, Secondary Line	\$75.00	\$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	\$4.95	N/A
 <u>Change Order Service Charges</u>		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Order Fee	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Home Edition Change Charge	\$9.99	N/A
 <u>Record Change</u>		
	No charge	No charge
 <u>Miscellaneous Charges</u>		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.8 Restoration of Service**

A restoration charge applies to the restoration of suspended or disconnected service and facilities because of nonpayment of bills or other Customer cause and is payable at the time that the restoration of the suspended or disconnected service and facilities is arranged. Where service has been completely disconnected, installation and service order charges apply in addition to a Restoration of Service Charge.

**A. Nonrecurring Charge**

	<u>Business</u>	<u>Residence</u>
Per Occasion	\$35.00	\$49.99

**B. Long Distance Charges**

	<u>Business</u>	<u>Residence</u>
Nonrecurring Charge		
Per Occasion	\$9.99	\$9.99

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.9 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.

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.10 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.

**6.10.1 Feature Descriptions**

Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature=s screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature=s screening list.

Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party=s number will not be delivered or announced to the call recipient under any circumstances.

Repeat Dialing : Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer=s line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Continuous Redialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

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

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

Call Trace: Enables the Customer to initiate a trace of the last completed incoming call by dialing an activation code before receiving another call. If a trace is successful, the Company's equipment will record the incoming call detail. A successful trace cannot be made if the incoming call originates in a central office not equipped for Call Trace service. The Company will not provide the results of the trace to the Customer. Such call detail may be provided to law enforcement authorities upon proper request.

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.

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

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.10.2 Rates and Charges**

FEATURE	Residential		Business	
	Per <u>Use</u>	Monthly <u>Maximum</u>	Per <u>Use</u>	Monthly <u>Maximum</u>
Call Tracing – per use	\$1.50	\$6.00	\$1.50	\$6.00
Repeat Dialing, (*66) – per use	\$0.75	\$6.00	\$0.75	\$6.00
Return Call, (*69) – per use	\$0.75	\$6.00	\$0.75	\$6.00
Three-Way Calling, per use	\$0.75	\$6.00	\$0.75	\$6.00
Caller Identification Blocking, per call	No charge	n/a	No charge	n/a
Caller Identification Blocking, per line		Residential <u>Nonrecurring</u>		Business <u>Nonrecurring</u>
First Time request		\$0.00		\$0.00
Subsequent request		\$8.00		\$10.95
		<u>Per Month</u>		<u>Per Month</u>
Call Blocking		\$3.00		\$3.00
VIP Alert		\$3.00		\$3.00

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.11 Directory Assistance Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

**6.11.1 Basic Directory Assistance**

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

A maximum of two (2) requested telephone numbers are allowed per call. There are no call allowances for Directory Assistance Services.

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

<b>A. Rates and Charges</b>	<b>Residential</b>	<b>Business</b>
	<u>Per query</u>	
Local Directory Assistance		
Direct dialed	\$1.25	\$1.25
Via operator	\$1.25	\$1.25
Toll Directory Assistance	\$1.25	\$1.25

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.11.2 Directory Assistance Call Completion**

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

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by using a calling card, billing to a third number, or collect. All operator-handled charges, as specified in 6.12, apply as appropriate.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowances and exemptions as stated in Section 6.7.1.

For local and intraLATA calls, charges for DACC service are not applicable to calls placed by those customers with reading, visual, or physical handicaps.

**A. Rates and Charges**

Per completed call: \$0.30

**6.11.3 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.

**A. Rates and Charges**

Rate Per Call \$1.06

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.12 Operator Services**

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

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.12 Operator Services, (Cont'd.)**

**6.12.1 Rates and Charges**

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

	<u>Rate per call</u>
Calling Card or Special Billed Number	\$0.30
Operator Collect or Third Number	\$0.65
Operator Assisted Station-to-Station	\$1.65
Operator Assisted Person-to-Person	\$1.30

**B. InterLATA Per Call Charges**

	<u>Rate per call</u>
Calling Card or Special Billed Number	\$0.30
Operator Collect or Third Number	\$0.65
Operator Assisted Station-to-Station	\$1.65
Operator Assisted Person-to-Person	\$1.30

**C. Usage Charges**

Usage Charges for Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer (Sections 4 and 6).

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.13 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. Busy Line 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 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.

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

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.14 Directory Listing Service**

**6.14.1 General**

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

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

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

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

**6.14.2 Types of Listings**

**A. Primary Listing**

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.14.2 Types of Listings, (Cont'd.)**

**B. Additional Listings**

Additional listings may be the listings of individual names of those entitle 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.

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

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

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc. take the same business or residence classification as the service with which such listings are furnished.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.14.2 Types of Listings, (Cont'd.)**

**C. 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 some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.14.2 Types of Listings, (Cont'd.)**

**D. 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.

**E. Toll-Free Directory Listing**

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

**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.14.2 Types of Listings, (Cont'd.)**

**F. Straight Line Under Directory Listing**

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

**G. Caption and Subcaption Directory Listings**

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

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

**6.14.2 Types of Listings, (Cont'd.)**

**H. Rates and Charges**

	<u>Per Month</u>
Primary Listings	\$0.00
Additional Listings	
Business, each	\$2.00
Residence, each	\$2.00
Nonlisted Service	
Business, each	\$2.00
Residence, each	\$2.00
Nonpublished Service	
Business, each	\$2.00
Residence, each	\$2.00
Toll-Free Directory Listings	
Business, each	\$15.00
Residence, each	N/A
Straight Line Under Listings	
Business, each	\$2.00
Residence, each	n/a
Captions and Subcaptions Listings	
Business, each	\$2.00
Residence, each	n/a

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.15 Carrier Presubscription**

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.

**2.22.1 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.

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.15 Carrier Presubscription, (Cont'd.)**

**6.15.2 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 below.

**6.15.3 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 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 SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.15 Carrier Presubscription, (Cont'd.)**

**6.15.4 Presubscription Charges**

**A. Application of Charges**

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

**B. Nonrecurring Charges**

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

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.16 Intercept Referral Services**

**6.16.1 Basic Intercept Referral Service**

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

**6.16.2 Split Number Referral Service**

Split Number Referral Service (SNRS) is a form of intercept whereas the Company operator will screen calls to a disconnected telephone number or a number that has been changed. Customers must subscribe to intercept services for a minimum of one calendar month. Service is available subject to the availability of facilities and the disconnected number. The following Intercept services are available.

**6.16.3 Rates and Charges**

**A. Basic Intercept Referral Service**

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

**B. Split Number Referral Service**

Split Number Referral Service	Nonrecurring Charges	
	<u>Business, per line</u>	<u>Residence, per line</u>
One month	\$50.00	\$20.00
Three months	\$135.00	\$50.00
Six months	\$255.00	n/a
Nine months	\$360.00	n/a
Twelve months	\$450.00	n/a
Changes in a name on an existing message	\$30.00	\$30.00

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.17 Toll Restriction Service**

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

**6.17.1 Rates**

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$2.00	\$24.00
Monthly, per line	-----	\$2.00

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**SECTION 6 - TRINSIC SERVICES, LOCATIONS, PRICES AND CHARGES, (CONT'D.)**

**6.18 900 Service Access Restriction**

900 Service Access Restriction enables business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose this service will also be restricted from calling calls with the prefix of 976 and 676. This service is offered only where facilities permit and is only available on direct dialed calls. Access to information delivery services and other 900 services is not offered to residential customers.

**6.18.1 Rates**

	<u>Business</u>
Nonrecurring charge, per line	\$9.99
Monthly rate, per line	\$0.00

**6.19 Blocking for 10XXX1+/10XXX011+**

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

**6.19.1 Rates**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per line or trunk arranged	\$2.00	\$0.10

## **SECTION 7 - TRINSIC SPECIAL ARRANGEMENTS**

### **7.1 Contract Service Arrangements**

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

Contract Service Arrangements will be filed with the Commission.

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## **SECTION 8 – TRINSIC PROMOTIONAL OFFERINGS**

### **8.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration, designed to attract new Customers or to increase Customer awareness of a particular rate sheet offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the commission, and will be included in the Company=s rate sheet.

### **8.2 Home Edition Promotion**

Existing Customers of Network Exchange Bundled Service – Washington Home Edition Service, and new Customers who sign up for this service as of October 7, 2000 will receive intrastate toll calls above the call allowance for Travel Access at the same rate as Direct Dial Access through December 31, 2000. In addition, there will be no additional charge for calls within the call allowance accessed via Travel Access.

### **8.3 \$20 Credit**

To incent potential customers to purchase any Home Edition Service, Trinsic will offer a one-time \$20 credit to Customers who 112resubscribed to any Home Edition Service. The \$20 credit will be applied to the Home Edition monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the Company=s web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new Customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective April 7, 2001 and continue through April 6, 2002.

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**SECTION 8 – TRINSIC PROMOTIONAL OFFERINGS, (CONT'D.)**

**8.4 Winback Promotion**

In order to win back previous Trinsic Home Edition Customers who have discontinued service, the Company will offer a credit on the Customer=s bill if the Customer subscribes again to any Trinsic Home Edition Service. The credit will consist of paying any past balance due Trinsic from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective April 7, 2001 and continue through April 6, 2002.

**8.5 Trinsic Business Plus Promotion**

Beginning April 25, 2004 and continuing through May 25, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Business Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed Business Plus Service line. The commitment for this service will be in writing. A contract term is not required. The per minute rates associated with this service will be billed at the tariffed rate.

**8.6 Business Simplicity – Free Months Promotion**

Beginning with the effective date of this filing, (April 25, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Business Simplicity Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

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

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

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

**SECTION 8 – TRINSIC PROMOTIONAL OFFERINGS, (CONT'D.)**

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

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

This promotion is available from October 30, 2004 until January 30, 2005.

**8.8 Trinsic Complete \$10 Credit Promotion**

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

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

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**SECTION 8 – TRINSIC PROMOTIONAL OFFERINGS, (CONT'D.)**

**8.9 Trinsic Complete Nation \$5.00 MRC Discount Market Test**

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

**8.10 Trinsic Complete for Business 20% Additional Bundle Discount Promotion**

Beginning April 15, 2004, new and existing customers who subscribe to two or more Trinsic Complete for Business bundles will receive a 20% discount on their Monthly Recurring Charge (MRC) for their second and each additional bundle. To be eligible, Customers must subscribe to two or more Trinsic Complete for Business bundles. The MRC will not be discounted for the bundle that includes the Customer's primary line. The bundle with the highest MRC is considered to include the Customer's primary line. New or existing customers who subscribe to more than one bundle during the promotion period will receive the benefits of this promotion for a period of one year from the date of enrollment. Existing customers who are currently subscribed to more than one bundle will automatically receive the 20% discount on their second and each additional bundle from April 15, 2004 through April 15, 2005. This discount does not apply to nonrecurring and service connection charges, optional features, or usage charges of any kind (i.e. long distance usage charges, operator services, directory assistance, etc.). A Customer may subscribe to this promotion through April 15, 2005 unless it is sooner changed or canceled by Trinsic. This promotion is identical to and is not available in addition to the companion promotion offered under Trinsic's interstate tariff.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES**

**9.1 Trinsic Standard Service \*\***

Package Price for Trinsic Standard Service	
Primary Line, per month	\$62.09
Secondary Line, per month	\$27.95
Service Connection Fee, one-time charge per line #	
Primary Line	\$69.99
Secondary Line	\$55.00

Customers may choose to handle payment through a commercial credit card arrangement. Customers opting for credit card payment arrangement will receive a \$1.00 discount of total monthly Company charges, excluding taxes and fees\*\*\*. Customers will be able to access call detail and billing records on-line via the myzline.com web site.

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

*\*\*This option grandfathered effective October 5, 2002 and is available to existing customers only.*

*\*\*\* This option is available only to existing Customers effective March 15, 2001.*

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.1 Trinsic Standard Service \*\*, (Cont=d.)**

**9.1.1** Trinsic Standard Service includes the following:

- A.** A monthly allowance of 200 free minutes of interstate and intrastate toll calling. Toll calls are billed in sixty (60) second increments. For toll calls placed away from home, see the Company=s Trinsic Travel Card Service in Section 6.5 of this tariff. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

<u>Toll calls within 200 minute allowance</u>	<u>Per minute rate</u>
Direct Dial Access	\$0.00
<u>Toll calls above 200 minute allowance</u>	<u>Per minute rate</u>
Direct Dial Access	\$0.10

- B.** Unlimited calling within the local calling area.

- 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 6.4.3) 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 October 5, 2002 and is available to existing customers only*

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.2 TrinsicBUSINESS A La Carte\*\***

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

**9.2.1 Local Exchange Service**

**A. Local Access Line**

Local Business Line	
Monthly Rate	\$19.99
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line	\$49.99

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

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.2 Toll Service**

**A. Long Distance Service**

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

Rate Per Minute: \$0.069

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

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.3 Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. 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
	<u>Monthly Recurring Charge</u>
Per toll free access line	\$3.00
Toll Free Service Installation	\$20.00
Vanity Toll Free Number Search	\$9.99

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.4 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 121resubscribed 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 grandfathered effective May 31, 2003 and is available to existing Customers only.*

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.5 Calling Features**

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

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

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

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

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

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.5 Calling Features, (Cont=d.)**

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

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

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

**A. Rates**

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

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

**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.6 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.

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

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

**9.2.7 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.

**A. Usage Charges**

Minutes of use are decremented from the available minutes in the presubscribed service purchased by the Customer. Minutes used in excess of the allotted minutes will be billed at the rate in effect for the presubscribed service.

**B. Monthly Recurring Charge**

Per line: \$15.00

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.3 Trinsic Center PVA (1) (2)**

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 service <sup>1</sup>. Access is via toll free number. Service is available 24 hours a day, 7 days a week. Customers may choose a per minute Assistant (PVA) for call option or prepaid option as follows.

**9.3.1 Per Minute Option**

All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Rate Per Minute: \$0.069

**9.3.2 PVA Prepaid Option**

Service includes 200 minutes of PVA platform time, which may be used for outbound calling as well as access to PVA features. Access is via toll free number. Service expires 90 days after activation. Customers will receive a voice interrupt message 1 minute prior to the end of the 200 minute allowance notifying them that their allowance is about to expire. The Customer will also be voice prompted when access their PVA with the number of minutes remaining. Additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

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.

(2) This service grandfathered effective May 20, 2005 and is available to existing customers only.

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

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.3 Trinsic Center PVA, (Cont'd.) \***

**9.3.3 Special Edition Prepaid Option**

Service includes 500 minutes of inbound and outbound calling, as well as use of PVA features and expires 90 days after activation. Access is via personal 800 services. Customers will receive a voice interrupt message 1 minute prior to the end of the 500 minute call allowance notifying them that their minute allowance is about to expire. The Customer will also be voice prompted when accessing their PVA with the number of minutes remaining. Additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

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 grandfathered effective May 20, 2005 and is available to existing customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.4 Customer Telephone Assistance Program**

**9.4.1 Description**

The Customer Telephone Assistance Program is designed to help low income households afford access to local exchange telephone service. The program is only available to residential Customers who meet certain eligibility requirements and provides a discounted rate to those who qualify.

**9.4.2 Eligibility Requirements**

To receive benefits, the Customer must:

- A. Be participating in at least one of the following programs:
  - 1. Temporary Assistance For Needy Families (TANF)
  - 2. State Family Assistance (SFA)
  - 3. General Assistance-Unemployable (GAU)
  - 4. Refugee Assistance
  - 5. Food Assistance
  - 6. Supplemental Security Income (SSI)
  - 7. Medical assistance, including Medicare cost sharing programs
  - 8. Community Options Program Entry System (COPES)
  - 9. DSHS chore services (assistance to eligible adults in their home with household chore and other tasks.
- B. Be eighteen years of age or older, or if under eighteen, be the responsible head of household.
- C. Apply to the local exchange company that provides their flat rate telephone service.
- D. Have the lowest available flat rate service.
- E. Have the local telephone service billed in their name.

**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.4 Customer Telephone Assistance Program, (Cont'd.)**

**9.4.3 Terms and Conditions**

Program benefits begin the date the applicant is approved and continue through the next June 30<sup>th</sup>.

Service is limited to one (1) residential line per household and cannot be used for cell phones.

The deposit requirement waiver and discounted installation charge are available once per service year. Service year is defined as the period beginning July 1<sup>st</sup> and ending June 30<sup>th</sup> of the following 129resubsc year.

**9.4.4 Benefits**

Participants will receive:

- A. A waiver of any deposit requirements for local telephone service; and
- B. A \$8.00 statewide rate for the lowest grade of residential flat rate service; and
- C. Fifty percent (50%) discount, up to \$30, on the installation charge associated with installing the access line.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services\*\***

**9.5.1 Trinsic Complete Local**

Trinsic Complete Local provides only residential Local Exchange Service, which includes unlimited local calling at no additional charge. Long Distance calling is not included in this offering. The Customer may 130resubscribed to the long distance provider of their choice.

Rates and Charges

Per line, per month	\$53.49*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 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 IntraLATA, intrastate and interstate long distance services.
- c.** Discounted international calling with International Option

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 Trinsic Complete Residential, (Cont'd.)**

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

**2. Rates and Charges**

Trinsic Complete Plus, per month	\$34.99*
Trinsic Complete Plus with International Option, per month	\$37.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 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, Three-Way Calling, and Speed Dial 8;
- c.** Voice Mail<sup>1</sup>;
- d.** Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
- e.** Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 Trinsic Complete Residential, (Cont'd.)**

**B. Trinsic Complete Nation, (Cont'd.)**

**2. Rates and Charges**

Trinsic Complete Nation, per bundle, per month	\$69.99*
Trinsic Complete Nation with International Option, per bundle, per month	\$72.99*

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

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 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, Three-Way Calling, and Speed Dial 8;
- c.** Voice Mail<sup>1</sup>;
- d.** Unlimited direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
- e.** Unlimited direct dial outbound calls to Canada and discounted international calling with International Option.

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 Trinsic Complete Residential, (Cont'd.)**

**C. Trinsic Complete Nation II, (Cont'd.)**

**2. Rates and Charges**

Trinsic Complete Nation II, per bundle, per month	\$64.99*
Trinsic Complete Nation II with International Option, per bundle, per month	\$67.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, including calls to Canada for the International Option, as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 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 IntraLATA toll, intrastate and interstate long distance calling.
- d.** Discounted international calling with International Option.

**.2 Rates and Charges**

Trinsic Complete 250, per bundle, per month	\$59.99*
Trinsic Complete 250 with International Option, per bundle, per month	\$62.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 250 minutes and other long distance services will be charged as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.2 Trinsic Complete Residential, (Cont'd.)**

**E. Trinsic Complete 50**

**1. Description**

Trinsic Complete 50 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.** 50 direct dial outbound minutes for IntraLATA toll, intrastate and interstate long distance calling.
- d.** Discounted international calling with International Option.

**2. Rates and Charges**

Trinsic Complete 50, per bundle, per month	\$48.99*
Trinsic Complete 50 with International Option, per bundle, per month	\$51.99*
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

Direct dialed outbound IntraLATA toll, intrastate and interstate calls over 50 minutes and other long distance services will be charged as specified in Section 6.6 of this Tariff and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

**9.5.3 Trinsic Complete for Business**

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

The optional calling features included in Trinsic Complete for Business are described in Section 6.10 of this tariff. Additional features as described in Section 6.10 of this tariff may be subscribed to separately.

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

The Customer's phone line may not be classified as a "residential", "public" or "semi-public" line and may not be in housing associated with educational institutions. Service provided under Trinsic Complete for Business bundled services does not include usage from multi-party conference calls, pay for use services including calls to 900, 976, 555, 700 NPAs, calls to Directory Assistance, Travel Card service, Toll Free service or operator service, including busy line verification, emergency interrupt, person to person or station to station calling, and intercept call completion. The Customer may not use this service for connection to the internet or other data service, mass broadcast of facsimile transmissions, Call Forwarding for toll use or for any other use that does not involve a person-to-person conversation or voice message.

Trinsic will prorate all charges and associated usage in the initial month and last month of service based on a 30-day month.

The following bundled services are for use by business Customers. If it is determined that usage is not consistent with business voice applications, the Customer's service may be assessed a \$100.00 monthly recurring data charge or Trinsic may terminate the Customer's service.

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

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

**A. Trinsic Complete Local for Business**

**1. Description**

Trinsic Complete Local for Business includes the following:

- a.** Local Exchange Service with unlimited local calling;
- b.** Custom Calling Features: Call Forwarding-Variable and Line Hunting;
- c.** Discounted Long Distance calling.
- d.** Discounted international calling with International Option.

**2. Rates and Charges**

Trinsic Complete Local for Business, per bundle, per month	
Rate Group 1	\$43.95*
Rate Group 2	N/A
Trinsic Complete Local for Business International Option, per bundle, per month	
Rate Group 1	\$49.90*
Rate Group 2	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

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

**B. Trinsic Complete Nation for Business**

**1. Description**

Trinsic Complete Nation for Business includes the following:

- a.** Local Exchange Service with unlimited local calling;
- b.** Custom Calling Features: Call Forwarding-Variable and Line Hunting;
- c.** Unlimited direct dial outbound IntraLATA toll, intrastate and interstate long distance calling.
- d.** Discounted international calling with International Option

**2. Rates and Charges**

Trinsic Complete Nation for Business, per bundle, per month	
Rate Group 1	\$82.45*
Rate Group 2	N/A
Trinsic Complete Nation for Business International Option, per bundle, per month	
Rate Group 1	\$88.40*
Rate Group 2	N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

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

**C. Trinsic Complete Premium for Business**

**1. Description**

Trinsic Complete Premium for Business includes the following:

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

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.

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**SECTION 9 – TRINSIC GRANDFATHERED SERVICES, (CONT'D.)**

**9.5 Trinsic Complete Services, (Cont'd.)\*\***

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

**C. Trinsic Complete Premium for Business, (Cont'd.)**

**2. Rates and Charges**

Trinsic Complete Premium for Business, per bundle, per month

Rate Group 1 \$98.95\*

Rate Group 2 N/A

Trinsic Complete Premium for Business International Option, per bundle, per month

Rate Group 1 \$104.90\*

Rate Group 2 N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in Company's WA Pricing Guide No. 5 and the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com)

International rates for all calls are charged as specified in the Company's Interstate & International Product & Services Guide located at [www.trinsic.com](http://www.trinsic.com).

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

\*\* Effective December 1, 2006 these services are grandfathered and available to existing Customers only.