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

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

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

**E. Trinsic Spectrum Unlimited Service \***

Trinsic Spectrum Unlimited 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. Trinsic Spectrum Unlimited Service is available on up to a maximum of twelve (12) lines per location. Trinsic Communications must be selected as both the local toll and interLATA toll carrier for all of your lines at a single location and on a single billing account. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited under this plan. If usage exceeds the average usage per line of all customers on the plan in the Customer's state by five times over a three (3) month period, Customer may be moved to another plan. Customers may purchase additional lines, however custom calling features and voice mail are not available with the purchase of additional lines except through Feature Packages.

**1. Outbound Service**

Primary Line, per month	\$59.99
Additional Lines, per month:	\$49.99
New Service Connection Fee, one-time charge, per line #	
Per Primary Line:	\$49.99
Per Secondary Line:	\$49.99

# 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.

\* This service was formerly known as TrinsicBUSINESS Simplicity Service.

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1 PU-08-633 Filed 07/30/2008 Pages: 123  
Price Schedule for Trinsic Products  
Matrix Telecom, Inc.

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

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

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

**E. Trinsic Spectrum Unlimited Service, (Cont'd.) \***

**2. 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

**3. Toll Free Service**

Toll Free Service is available to Customers for incoming calls. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Trinsic Spectrum Unlimited Service Customers who migrate their long distance service to another carrier, but who retain Trinsic as the local service provider will keep Trinsic Spectrum Unlimited 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

**4. Travel Card Service**

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

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

\* This service was formerly known as TrinsicBUSINESS Simplicity Service.

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

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

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

**F. 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 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

**7.2.5 Stand-Alone Local Exchange Service**

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

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

Stand-Alone Service, per month: \$45.99 (I)

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

- A. Stand-Alone Local Exchange Service includes the following:
1. Local exchange access line and unlimited local exchange calling.

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

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

**7.2.6 Trinsic Spectrum Plus Service\*\* (1)**

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

**A. Local Exchange Service**

**1. Local Business Line**

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

Monthly Rate:	\$28.00
Service Connection Fee, one-time charge per line <sup>1</sup>	
Per Line:	\$49.99

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

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

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

\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

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

**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.2.6.F.

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

**B. Trinsic Spectrum Plus Toll Service**

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

Rate Per Minute:	\$0.120
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\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

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

Trinsic Spectrum Plus Toll Free Service is available to Customers for incoming calls. Service is available only to Customers of Trinsic Spectrum Plus Local Exchange Service. Calls originate from any interstate or intrastate location over a toll free number and terminate to a Customer-provided business switched access line. Call charges are billed to the Subscriber rather than to the originating caller. 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 and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

**D. Travel Card Service**

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

Rate Per Minute: \$0.045

**E. Business Network Service**

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

Rate Per Minute: \$0.039

\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

**F. Calling Features**

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

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

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

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

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

\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

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

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

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

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

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

\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.6 Trinsic Spectrum Plus Service, (Cont'd.)\*\* (1)**

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

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

**1. Usage Charges**

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

**2. Monthly Recurring Charge**

Per line: \$15.00

\*\* This service is grandfathered and available to existing Customers only effective March 31, 2005.

(1) This service was formerly known as Trinsic Business Plus Service.

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

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

**7.2.7 Trinsic Business Long Distance with PVA**

Trinsic Business Long Distance with PVA is a presubscribed long distance service providing outbound calling for business Customers. The service also provides access to the Company's Personal Voice Assistant enhanced service platform for call completion and enhanced services such as dialing assistance, contact lists, voice mail, and review of and delivery of emails, as well as Find Me and Notify Me functions<sup>1</sup> Calls are billed in six (6) second increments. Customers are provided a toll free number for placing calls while away from the office, and the same rates apply.

Rate Per Minute \$0.120

**7.2.8 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.

Rate Per Minute \$1.06

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

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

**7.2.9 Affinity Pricing Plan - Trinsic Discount Program**

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

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

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

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

**7.2.10 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.

**A. Local Exchange Service**

**1. Local Business Line**

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

Monthly Rate:

UNE Zone 1:	\$26.00
UNE Zone 2:	n/a
UNE Zone 3:	n/a

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

Per Line:	\$49.99
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**2. Calling Features**

The following Calling features are available at an additional monthly recurring charge: Call Forwarding; Call Forwarding-Busy; Call Forwarding-No Answer; Speed Calling; Caller ID; Call Waiting, Three-Way Calling, and Distinctive Ring, as described in Section 7.2.10.B of this tariff.

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

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

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

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

**B. Calling Features**

Customers subscribing to Trinsic Spectrum Local Plus PPS may also subscribe to the following Calling Features.

**Call Forwarding - 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 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**B. 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.

**C. 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.

Monthly Rate, per line: \$15.00

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

**7.3 Miscellaneous Services and Rates**

**7.3.1 Service Order and Change Charges**

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

**A. Service Order Charges**

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

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

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

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

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

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

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

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

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

Service Order Charge - This charge, applicable to Business Customers only, applies to customer-requested changes in service not covered specifically on other identified non-recurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed.

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

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.

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

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

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

**B. Change Order Charges**

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

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

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

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

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

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

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

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

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

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

**C. Record Change Charges**

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

**D. Miscellaneous Charges**

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

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

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

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

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

**E. Rates**

	<u>Residence</u>	<u>Business</u>
Service Order Charges		
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
Change Order Service Charges		
Feature or Feature Pack Change Order	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99
Change Charge	\$9.99	N/A
Record Change	No charge	No charge
Miscellaneous Charges		
Duplicate Invoice	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00

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

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

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

**7.3.2 Restoral of Service**

When a Customer's local exchange service has been suspended because of non-payment of charges, a non-recurring Service Restoral Charge will apply to each line restored. In the event that Local Exchange Service is terminated following suspension the Line Connection Charge as described in 7.3.1 is applicable in lieu of the Service Restoral Charge to reestablish service. Premises Work charges may also be applicable.

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

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

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

**7.3.3 Temporary Suspension/Restoral of Service**

Upon the request of the Customer, service may be temporarily suspended. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension. No discount from full service rates is allowed for any period of suspension of any item for a period of less than one month or for any item suspended during an initial service period of less than one year. Customers requesting temporary suspension of their service will incur service charges upon the subsequent restoral of service.

Monthly, per line suspended	50% of full rate
Restoral charge, per line suspended	Service Order Change Charge and Central Office Line Charge *

\* For rates see Section 7.3.1 of this tariff.

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

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

**7.3.4 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard Price Listed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

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

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

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

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

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

#### 7.3.5 Optional Calling Features

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

##### A. Feature Descriptions

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

**Call Trace:** Allows a Customer to initiate an automatic trace of the last call received. After receiving the call which is to be traced, the Customer dials a code and the traced telephone number is automatically sent to the Company. The Customer using Call Trace is required to contact the Company for further action. The Customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

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

**Three Way Calling:** Permits the 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 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**A. 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.

**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.

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

**Per Call Blocking:** To activate per-call blocking, a Customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per call blocking, and it is provided on an unlimited basis.

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

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

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

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

**B. Rates**

FEATURE	Residential		Business	
	<u>Per Use</u>	<u>Monthly Maximum</u>	<u>Per Use</u>	<u>Monthly Maximum</u>
Call Trace - per activation	\$2.00	N/A	\$2.00	N/A
Continuous Redial, (*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	<u>Residential Nonrecurring</u>		<u>Business Nonrecurring</u>	
First Time request	No Charge		No Charge	
Subsequent request	\$9.00		\$20.00	
	<u>Per Month</u>		<u>Per Month</u>	
Call Blocking	\$3.00		\$3.00	
VIP Alert	\$3.00		\$3.00	

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

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

**7.3.6 Directory Assistance Services**

Directory Assistance Service is furnished upon Customer request for assistance in determining telephone numbers within or outside the state.

**A. Basic Directory Assistance**

The rates specified following apply when Customers request Company assistance in determining telephone numbers within or outside the state of North Dakota.

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

Where the Customer has the capability to make a direct dialed call to Directory Assistance, but chooses to make the call via the assistance of an operator, appropriate service charges as specified in Section 5.8 of this tariff, apply.

**1. Call Allowance**

There are no call allowances.

**2. Exemptions**

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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

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

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

**B. Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides Customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The requested number can be dialed automatically by the Operator Services System upon selection by the Customer of a mechanized prompt.

Service is available only where the facilities permit.

**C. Nationwide Directory Assistance**

Nationwide Directory Assistance is a service whereby Customers may request assistance in determining listing information on a nationwide basis. Requests for local or intraLATA listings are billed under the basic Directory Assistance charges as described in this Section.

The regulations and rates set forth below apply to all calls from Customers who request assistance in determining telephone number information of subscribers who are located outside their LATA.

The Customer will be charged for each call. Customer may request up to two listings per call. The nationwide listing rate applies per call 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 Nationwide Directory Assistance.

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

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

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

**D. PVA Directory Assistance**

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

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

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

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

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

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

**A. Rates**

<b>1.</b>	Basic Directory Assistance	
	Direct dialed, within and outside state	<u>Per query</u> \$1.25
	Operator assisted	\$3.10
<b>2.</b>	Directory Assistance Call Completion	
	Per completed call within the LATA	\$0.00*
<b>2.</b>	National Directory Assistance	
	Per call	\$1.25
<b>4.</b>	PVA Directory Assistance	\$1.06

\* For calls completed outside LATA, intraLATA or long distance usage charges apply.

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

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

**7.3.7 Local Operator Service Charges**

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

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

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

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

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

**A. Local and IntraLATA Usage Rates**

Usage charges will be billed at the rate in effect for the presubscribed service purchased by the Customer (Section 7.2.3).

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

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

**7.3.7 Local Operator Service Charges, (Cont'd.)**

**B. Local and IntraLATA Per Call Service Charges**

Customer Dialed Calling Card Mechanized	\$0.80
Operator Assisted Station-to-Station: Partially Assisted	\$2.25
Fully Assisted	\$3.40
Operator Assisted Person-to-Person: Partially Assisted	\$4.90
Fully Assisted	\$6.05

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

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

**7.3.8 Busy Line Verification and Busy Line Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

If an operator both verifies the condition of the line and interrupts voice and data communication on the same request, the interrupt charge only applies.

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

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

**A. Rates**

	<u>Per request</u>
Busy Line Verification	\$2.25
Emergency Interrupt	\$3.00

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

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

**7.3.9 Directory Listing Service**

**A. General**

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

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

A listing consists of the name of the Customer, the address where the service is located and the telephone number and is usually confined to one line in the directory.

Business Service Listings may be of members of the partnership, officers of the corporation, agents, employees, patrons of resellers or sharers, or of a business house with the Customer represents or owns including a partnership or corporation under his control.

Residence Service Listings may be of members of the Customer's household.

Residence Dual Name Listings are comprised of a surname, two first names, address and telephone number. This listing may be provided for two persons who share the same surname and reside at the same address or for a person know by two first names.

**B. Listings**

**1. Primary Listing**

One listing, termed the primary listing, is included with each exchange access line. A primary listing is normally the name and address of the person or firm contracting for the service, a joint user, the name under which a firm regularly conducts business, two individuals residing at the same address, with the same or different surnames.

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

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

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

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

**2. Additional Listings**

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

There are five kinds of additional listings - regular, informational, foreign, temporary and cross reference.

**3. Residence Internet Listings**

E-Mail Address Listing identifies the Customer's electronic mail address used to send and receive mail on a computer.

Uniform Resource Locator (URL) Address Listing identifies the Customer's URL address used to identify resources on the Internet's World Wide Web.

**4. Nonpublished Service**

At the request of the Customer, the numbers of initial central office lines may be omitted from the directory and from the Directory Assistance records of the Company, subject to the rates following. These numbers are designated as Anon-Published Telephone Numbers.@ Unless the specific call number is given by the person calling, a connection will not be established with a telephone have a ANon-Published Telephone Number@.

The Company shall not be liable to the Customer for losses or damages arising from such an arrangement. The Customer indemnifies and saves the Company harmless from any and all claims arising from such an arrangement.

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

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

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

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

**5. Nonlisted Service**

At the request of the Customer, the numbers of initial central office lines may be omitted from the directory only. These numbers are designated as ANon-Listed Telephone Numbers@ and are included in the Directory Assistance records of the Company.

The Company shall not be liable to the Customer for losses or damages arising from such an arrangement. The Customer indemnifies and saves the Company harmless from any and all claims arising from such an arrangement.

**6. Toll-Free Directory Listings**

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

**7. 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.

**8. 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 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**C. Rates**

	Monthly	
	<u>Residence</u>	<u>Business</u>
Listing		
Primary Listing	\$0.00	\$0.00
Additional Listing	\$6.00 (I)	\$6.00
Foreign Listing	\$1.50	\$6.00
E-Mail Address	\$1.50	n/a
URL Address	\$12.00	n/a
Non-Published Service	\$2.00	\$6.00
Non-Listed Service	\$2.00	\$6.00
Toll-Free Directory Listings	N/A	\$15.00
Straight Line Under Listings	N/A	\$6.00
Captions and Subcaptions Listings	N/A	\$6.00

For non-recurring charges associated with a customer-initiated change in a directory listing, see Section 7.3.1 of this tariff.

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

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

**7.3.10 Carrier Presubscription**

**A. General**

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

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

- Option A: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C: Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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

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

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

**C. Rules and Regulations**

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

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

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 7.3.10.E below:

**D. Presubscription Procedures**

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

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given ninety (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 ninety (90) day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 7.3.10.E 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 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

**E. Presubscription Charges**

**1. Application of Charges**

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

**2. Nonrecurring Charges**

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

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

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

**7.3.11 Intercept Referral Service**

**A. General**

Intercept Referral Services announce to the calling party the status of a called party's number and, when appropriate, refers the calling party to a number(s) where the called party can be reached for a specified time period. These services are provided either through a recorded announcement or by a special operator. Customers can choose between having their numbers referred or having a disconnect message provided to the calling party. Customers whose telephone services are permanently disconnected because of nonpayment are placed on Disconnect Announcement Service without a referral to another number.

Services described are provided to Customers when and where facilities and numbers are available.

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

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

Split Referral Intercept Service - Split Intercept Referral Service provides for calls to the disconnected number to be routed to the Operator who will challenge the incoming call and provide the new number information dependent on the callers response.

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

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

**7.3.11 Intercept Referral Service, (Cont'd.)**

**B. Terms and Conditions**

1. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
2. Intercept services are offered for periods up to three months for residential Customers and up to twelve (12) months for business Customers.
3. Intercept services are subject to the availability of the disconnected number and the availability of Company facilities.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Service.

**C. Rates**

	<u>Residence</u>	<u>Business</u>
Basic Referral Service	No Charge	No Charge
New Number Referral Service Initial Period *		
First line	No Charge	No Charge
Each add'l line	\$15.00	\$20.00
Each additional month	\$5.00	\$15.00
Split Referral Service ** Per month, per line	\$15.00	\$55.00

\* Residential initial period is 3 months and Business initial period is 12 months.

\*\* Up to 3 names listed

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

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

**7.3.12 Toll Restriction Service**

Toll Restriction provides for exchange access lines to be restricted from dialing billable toll calls and 1+900 numbers. Local directory assistance calls are allowed. Service is available where facilities permit. Provision of toll restriction does not alleviate Customer responsibility for completed toll calls. Attempted violation of the restrictions are routed to an announcement.

**A. Rates\***

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$0.00	\$33.75
Monthly recurring charge, per line	\$0.85	\$0.85

\* A Service Order Change Charge, as specified in Section 7.3.1, also applies.

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

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

**7.3.13 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. An NRC also applies as specified in 5.1 of this tariff.

**A. Rates\***

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$0.00	\$33.75
Monthly recurring charge, per line	\$0.10	\$0.10

\* A Service Order Change Charge, as specified in Section 7.3.1, also applies.

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

**7.4 Access Services**

**7.4.1 General**

Rates and regulations for the Company's Access Services may be found in the Company's North Dakota Price List No. 3.

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

**7.5 Special Arrangements**

**7.5.1 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.

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

**7.6 Promotional Offerings**

**7.6.1 Special Promotions**

The Company may, from time to time, offer services in this Price List at special promotional rates and/or terms. Such promotional arrangements shall be filed with the Commission when so required. All rates and terms contained in this Price List shall continue to apply unless specifically addressed in the promotional agreements. Notice of such promotional offerings will be filed with the North Dakota Public Service Commission.

**7.6.2 \$20.00 Credit Promotion**

To incent potential customers to purchase any Home Edition Service, Trinsic will offer a one-time \$20 credit to Customers who presubscribe 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 29, 2001 and continue through April 29, 2002.

**7.6.3 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 29, 2001 and continue through April 29, 2002.

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

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

**7.6.4 Trinsic Spectrum Plus Promotion \***

Beginning May 10, 2004 and continuing through June 10, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Spectrum Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed 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.

**7.6.5 Spectrum Unlimited - Free Months Promotion \*\***

Beginning with the effective date of this filing, (May 10, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Spectrum Unlimited Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

One (1) year term commitment Customers will receive a credit for all primary and additional lines presubscribed to this service for the 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.

\* This service was formerly known as Trinsic Business Plus Promotion.

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

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Issued by:

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Vice President and General Counsel  
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**SECTION 7 - TRINSIC PRODUCTS, (CONT'D.)**

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

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

New Trinsic Customers who subscribe to the 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 until November 1, 2005.

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