



February 28, 2011  
Via Efile

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FEB 25 2011

Mr. Darrell Nitschke, Executive Secretary  
North Dakota Public Service Commission  
600 E. Boulevard Avenue, Dept. 408  
Bismarck, North Dakota 58505-0480

PUBLIC SERVICE COMMISSION

RE: Tariff Revision for **Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications** – North Dakota Price List No. 4

Dear Mr. Nitschke:

Enclosed for filing please find the original copy of revised tariff pages for Price List No. 4 (Local Exchange) submitted on behalf of Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications. The purpose of this filing is to increase Residential and Business Local Line monthly rates and increase Service Restoration Charge. Customer Notice was sent via Bill Message. The Company respectfully requests this revised tariff to become effective on March 1, 2011.

The following pages are included with this filing:

- 1<sup>st</sup> Revised Title Page      Updates Title Sheet for company address
- 3<sup>rd</sup> Revised Page 1      Updates Check Sheet
- 2<sup>nd</sup> Revised Page 44      Increases Business Service Local Line & PBX Trunk monthly rates
- 1<sup>st</sup> Revised Page 47      Increases Service Restoration Charge
- 2<sup>nd</sup> Revised Page 60      Increases Trinsic Standard Service monthly rates
- 2<sup>nd</sup> Revised Page 62      Increases Trinsic Unlimited Service monthly rates
- 1<sup>st</sup> Revised Page 64      Increases TrinsicBusiness A La Carte Service monthly rate
- 2<sup>nd</sup> Revised Page 73      Increases Trinsic Spectrum Unlimited Service monthly rates
- 2<sup>nd</sup> Revised Page 76      Increases Stand-Alone Local Exchange Service monthly rate
- 1<sup>st</sup> Revised Page 77      Increases Trinsic Spectrum Plus Service monthly rate
- 1<sup>st</sup> Revised Page 86      Increases Trinsic Spectrum Local Plan PPS Service monthly rate

Please acknowledge receipt of this filing by date returned e-mail.

Any questions you may have regarding this filing may be directed to me at 407-740-3001 or via email to [tforte@tminc.com](mailto:tforte@tminc.com).

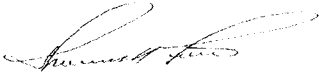
1      **PU-11-71**      Filed: 2/25/2011      Pages: 13  
**North Dakota price list No. 4 revisions**

Matrix Telecom, Inc.  
Thomas Forte, Tech. Management, Inc.

Mr. Darrell Nitschke, Executive Secretary  
North Dakota Public Service Commission  
February 23, 2011  
Page 2 of 2

Thank you for your assistance with this matter.

Sincerely,



Thomas M. Forte, Consultant to  
Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications

TMF/mw  
Enclosure

cc: S. Klopach – Matrix (Electronic Copy)  
file: Matrix – ND Local  
tms: ND11101

This North Dakota Price List No. 4, issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, cancels and replaces in its entirety North Dakota Price List No. 1, issued by Matrix Telecom, Inc. d/b/a Matrix Business Technologies.

MATRIX TELECOM, INC. D/B/A MATRIX BUSINESS TECHNOLOGIES  
ALSO D/B/A TRINSIC COMMUNICATIONS  
433 East Las Colinas Blvd., Suite 400  
Irving, Texas 75039

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**Local Services Price List**

**Regulations and Schedule of Local Exchange Service Rates  
Within the State of North Dakota**

This Price List includes the rates, charges, terms and conditions of service for the provision of local exchange services by Matrix Telecom, Inc. d/b/a Matrix Business Technologies ("Matrix") between locations within the State of North Dakota. This Price List is available for public inspection during normal business hours at the principal offices of Matrix Telecom, Inc. d/b/a Matrix Business Technologies, located at 433 East Las Colinas Blvd., Suite 400, Irving, Texas 75039.

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Issued: February 28, 2011  
Issued by:

Scott Klopach  
Vice President and General Counsel  
433 East Las Colinas Blvd., Suite 400  
Irving, Texas 75039

Effective: March 1, 2011

ND11101

**CHECK SHEET**

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

PAGE	REVISION		PAGE	REVISION	PAGE	REVISION	
Title	1 <sup>st</sup> Rev.	*	31	Original	61	Original	
1	3 <sup>rd</sup> Rev.	*	32	Original	62	2 <sup>nd</sup> Rev.	*
2	2 <sup>nd</sup> Rev.		33	Original	63	Original	
3	Original		34	Original	64	1 <sup>st</sup> Rev.	*
4	Original		35	Original	65	Original	
5	Original		36	Original	66	Original	
6	Original		37	Original	67	Original	
7	Original		38	Original	68	Original	
8	Original		39	Original	69	Original	
9	Original		40	Original	70	Original	
10	Original		41	Original	71	Original	
11	Original		42	Original	72	Original	
12	Original		43	Original	73	2 <sup>nd</sup> Rev.	*
13	Original		44	2 <sup>nd</sup> Rev.	*	74	Original
14	Original		45	Original	75	Original	
15	Original		46	1 <sup>st</sup> Rev.	76	2 <sup>nd</sup> Rev.	*
16	Original		47	1 <sup>st</sup> Rev.	*	77	1 <sup>st</sup> Rev.
17	Original		48	1 <sup>st</sup> Rev.	78	Original	
18	Original		49	Original	79	Original	
19	Original		50	Original	80	Original	
20	Original		51	Original	81	Original	
21	Original		52	Original	82	Original	
22	Original		53	1 <sup>st</sup> Rev.	83	Original	
23	Original		54	Original	84	Original	
24	Original		55	Original	85	Original	
25	Original		56	Original	86	1 <sup>st</sup> Rev.	*
26	Original		57	Original	87	Original	
27	Original		58	Original	88	Original	
28	Original		59	Original	89	Original	
29	Original		60	2 <sup>nd</sup> Rev.	*	90	Original
30	Original						

\* - indicates those pages included with this filing

Issued: February 28, 2011  
 Issued by:

Scott Klopack  
 Vice President and General Counsel  
 433 East Las Colinas Blvd., Suite 400  
 Irving, Texas 75039

Effective: March 1, 2011

ND11101

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**SECTION 5 - RATES- BUSINESS SERVICES**

**5.1 Business Service Monthly Recurring Charge**

Rate Group A Local Only	\$37.02 per line (I)
Rate Group B Local Only	\$40.02 per line (I)
Rate Group C Local Only	\$45.52 per line (I)
Rate Group A Local plus Long Distance <sup>1</sup>	\$30.02 per line (I)
Rate Group B Local plus Long Distance <sup>1</sup>	\$33.02 per line (I)
Rate Group C Local plus Long Distance <sup>1</sup>	\$35.52 per line (I)

**5.2 Analog PBX Trunk Monthly Recurring Charge**

Rate Group A Local Only	\$58.57 per trunk (I)
Rate Group B Local Only	\$61.57 per trunk (I)
Rate Group C Local Only	\$65.07 per trunk (I)
Rate Group A Local plus Long Distance <sup>1</sup>	\$51.57 per trunk (I)
Rate Group B Local plus Long Distance <sup>1</sup>	\$54.57 per trunk (I)
Rate Group C Local plus Long Distance <sup>1</sup>	\$58.07 per trunk (I)
DID CO Termination	\$27.50 per trunk

**5.3 Initial Service Conversion Charge**

\$20.00 per line converted, non-recurring  
\$10.00 each additional  
\$85.00 per DID CO termination per trunk, non-recurring

**5.4 Installation Charge**

\$55.00 per line or trunk installed, non-recurring  
\$11.00 each additional

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<sup>1</sup> When a Customer chooses to use the Company's Long Distance in addition to its local service, the Customer receives a \$7.00 subsidy on local service.

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**SECTION 5 - RATES- BUSINESS SERVICES, (CONT'D.)**

**5.11 Operator Services**

	<u>surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$2.25	\$0.2000
Collect	\$2.25	\$0.2000
Person to Person	\$4.90	\$0.2000
Busy Line Verification	\$0.35	\$0.0000
Busy Line Verification 3 <sup>rd</sup> Party Billed	\$1.05	\$0.0000
Busy Line Verification w/Interrupt	\$0.75	\$0.0000

**5.12 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.

**5.13 Service Restoration Charge**

\$35.00 per occurrence

(I)

**5.14 Service Change Charge**

\$10.00 per occurrence

**5.15 Intercept Service**

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

**5.16 Time and Material Charges**

\$28.00 for first 15 minutes  
\$9.00 each additional 15 minutes

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

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

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

**B. Trinsic Standard Service \*\* (1)**

Package Price for Trinsic Standard Service

Primary Line, per month	\$64.05 (I)
Secondary Line, per month	\$41.06 (I)

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 will be able to access call detail and billing records on-line via the company's web site.

(1) This service was formerly known as North Dakota Home Edition - Standard Service.

*\*\*This option grandfathered effective October 9, 2002 and is available to existing customers only.*

# Service Connection fee waived for those Customers who retain their existing telephone number when switching their service to Trinsic.

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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.)**

**C. Trinsic Unlimited (1)**

Package Price for Trinsic Unlimited

Primary Line, per month

UNE Zones 1: \$67.18 **(I)**

UNE Zone 2: \$68.18 **(I)**

UNE Zone 3: \$87.88 **(I)**

Secondary Line, per month

UNE Zone 1: \$43.39 **(I)**

UNE Zone 2: \$43.39 **(I)**

UNE Zone 3: \$64.09 **(I)**

New 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.** Trinsic Unlimited includes the following:

- a.** Unlimited toll calling.
- b.** Local line and unlimited local calling

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

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

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

**D. TrinsicBusiness A La Carte Service\*\***

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

**1. Local Exchange Service**

**a. Local Access Line**

Local Business Line Monthly Rate	\$31.56 (I)
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 June 10, 2003 and is available to existing Customers only.

**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	\$64.56 (I)
Additional Lines, per month:	\$54.56 (I)
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.

**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: \$49.05 (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: **\$29.57 (I)**

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.)**

**7.2.10 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:	\$27.57 (I)
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

Monthly Recurring Charge, Feature Pack (3 or more): \$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.