

This price list contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange services provided by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications, with principal offices at 433 E. Las Colinas Blvd., Suite 400, Irving, Texas 75039. This Price List applies for services furnished within the state of Florida. This price list is on file with the Florida Public Service Commission, and copies may be inspected during normal business hours, at the Company's principal place of business.

(T)
(T)

THIS PRICE LIST REPLACES PRICE LIST NO. 1.

Issued: November 13, 2012
Issued By:

Jerry Ou, President
433 E. Las Colinas Blvd., Suite 400
Irving, Texas 75039

Effective: November 14, 2012

FL11201

CHECK SHEET

Pages of this Price List, 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 Price List and are currently in effect as of the date on the bottom of this page.

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* - Indicates pages included with this filing

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433 East Las Colinas Blvd., Suite 500
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433 East Las Colinas Blvd., Suite 500
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Scott Klopach
Vice President and General Counsel
7171 Forest Lane, Suite 700
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Scott Klopack
Vice President and General Counsel
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Vice President and General Counsel
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Doug Funsch, Chief Financial Officer
433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

EXPLANATION OF SYMBOLS

The following symbols shall be used in this Price list for the purposes indicated below:

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

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Scott Klopach
Vice President and General Counsel
7171 Forest Lane, Suite 700
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Matrix Telecom, Inc. d/b/a Matrix Business Technologies
also d/b/a Trinsic Communications

Florida Price List No. 2 (T)
1st Revised Sheet 9 (T)
Cancels Original Sheet 9

APPLICATION OF PRICE LIST

This Price List sets forth service offerings, rules, terms and conditions applicable to the furnishing of local exchange services by Matrix Telecom, Inc. d/b/a Matrix Business Technologies also Trinsic Communications (“the Company”) in the serving areas defined herein. (T)
(T)

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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Scott Klopack
Vice President and General Counsel
7171 Forest Lane, Suite 700
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PRICE LIST FORMAT

- A. Page Numbering: Each page is numbered at the upper right corner of the page. Pages are numbered sequentially. New pages are occasionally added to the Price list between pages already in effect. In this case the new page number appears with a decimal added.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page where applicable. These numbers are used to indicate the most current page version on file with the Commission. Consult the Check Sheet for the pages currently in effect.
- C. Paragraph Numbering Sequence: There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)
- D. Check Sheets: When a Price list filing is made with the Commission, an updated Check Sheet will accompany the Price list filing. The Check Sheet lists the pages contained in the Price list, with a cross reference to the current Revision Number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). The Price list user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS

ACCESS LINE

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

ADVANCE PAYMENT

Part or all of a payment required before the start of a 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.

AUTHORIZATION CODE

A numerical code, one or more of which are available to a customer to enable him/her to access the Company, and which are used by the Carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

AUTHORIZED USER

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

ATTENDANT

An operator of a PBX console or telephone switchboard.

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS, (CONT'D.)

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 release for reuse by the network.

CENTRAL OFFICE

An operating office of the incumbent local exchange company where connections are made between telephone exchange lines.

COMPANY

Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications.

(T)

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.

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS, (CONT'D.)

EMERGENCY SERVICE (ENHANCED 911)

Allows customers to reach appropriate emergency service, including police, fire and medical service. 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.

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 or indirect access to the exchange system.

FINAL ACCOUNT

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

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS (CONT'D.)

INTRA-LATA TOLL MESSAGES

Those toll messages which originate and terminate within the same LATA.

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

Enable 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.

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS, (CONT'D.)

LOCAL SERVICE

Telephone exchange service within a local calling area.

MESSAGE

A completed telephone call

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).

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.

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

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS, (CONT'D.)

RECURRING CHARGES

The monthly charges to the Customer for service, 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.

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Vice President and General Counsel
7171 Forest Lane, Suite 700
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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS, (CONT'D.)

TELEPHONE CALL

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

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TOLL BLOCKING

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

TOLL CALL

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

USER

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

ZONE 1

Bellsouth Region

ZONE 2

Verizon region

ZONE 3

CenturyLink (formally known as Sprint Region)

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

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SECTION 2 - RULES AND 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 Florida Public Service Commission.
- 2.1.5 The Company will provide its customers access to 911 or enhanced 911 service (where available).

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Scott Klopach
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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.2 Terms and Conditions

- 2.2.1** 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 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.
- 2.2.2** Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.2.3** 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.
- 2.2.4** 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.
- 2.2.5** Customer shall not connect any equipment to the Company's network, except with at least ten (10) days prior written notice to the Company.

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Notification of Service Affecting Activities

2.3.1 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 - RULES AND 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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Scott Klopack
Vice President and General Counsel
7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND 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.

2.4.6 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.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND 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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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND 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, and 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.

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

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SECTION 2 - RULES AND 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.

2.5.7 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 government authority responsible for the emergency 911 services upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

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

2.5.8 With Respect to Directory Listings

- A.** In the absence of gross negligence or willful misconduct, and except for any allowances stated below, no liability for damages arising from errors or mistakes in or omissions of any directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.
- B.** An allowance for errors or mistakes in or omissions of any published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:
- 1. Free Listings:** For free or non-charged published directory listings credit shall be given at the rate of one times the monthly 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 - RULES AND REGULATIONS, (CONT'D.)

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

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

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

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

2.5.9 With Respect to Caller ID Blocking

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

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 2.5.8 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 - RULES AND 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

- A. 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 there under for local line or local trunk service and is dependent upon the length of interruption. Only those facilities on the interrupted portion of circuit will receive a credit.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Interruptions in Service, (Cont'd.)

2.7.3 Limitations on Credit Allowances

- A. No credit allowances will be made for:
1. interruptions due to the negligence of, or non-compliance with the provisions of this 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.

2.8 Obligations of the Customer

2.8.1 Customer Responsibility

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

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

2.8.2 Claims

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

2.8.3 Station Equipment

The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service is required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the discontinuance, credit allowance for service interruptions as set forth in Section 2.7.2 is not applicable.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

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

2.8.4 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities used by the Company for furnishing local exchange service and the channels, facilities, or the equipment of others may be provided at the Customer's expense. 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.

2.8.5 Inspections

- A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-provided facilities. No credit will be 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 - RULES AND 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 non-recurring 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 (Reserved for Future Use)

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.9 Payment Arrangements, (Cont'd.)

2.9.3 Bills and Collection of Charges

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

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

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

2.9.4 Disputed Bills

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

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
Telephone – 850-413-6100
Inquiries and Complaints – 800-342-3552
TTY – 800-955-8771
FAX – 800-511-0809

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service

2.10.1 Discontinuance of Service by the Company

A. The Company may discontinue service to a Customer without notice under the following conditions:

1. in the event of tampering with the company's equipment;
2. in the event of a condition determined to be hazardous to the customer, to other customers of the company, to the company's equipment, the public, or to employees of the company; or
3. in the event of a customer's use of equipment in such a manner as to adversely affect the company's equipment or the company's service to others.

B. The company may discontinue service to a Customer under the following conditions after giving customer five (5) days' (excluding Sundays and legal holidays) notice:

1. for failure of the customer to pay a bill for service when due;
2. for failure to the customer to make proper application of service;
3. for customer's violation of any of the company's rules on file with the Commission;
4. for failure of the customer to provide the company reasonable access to its equipment and property;
5. for customer's breach of the contract for service between the company and the customer;

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Discontinuance of Service, (Cont'd.)

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

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

2.10.2 Discontinuance of Service by the 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 as described in this Price list, 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.

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SECTION 2 - RULES AND 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.

2.11 Restoration of Service

- 2.11.1 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.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.12 Transfers and Assignments

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

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 - RULES AND REGULATIONS, (CONT'D.)

2.14 Promotional Offers

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

2.15 Individual Case Basis (ICB) Arrangements

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

2.16 Telecommunications Relay Service

2.16.1 For interstate toll calls received from the relay service, all charges will be discounted by 50% from the otherwise applicable usage rate for a voice non-relay call, except that where the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit call surcharge.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.1 Local Service

3.1.1 General

A. Matrix Telecom, Inc. d/b/a Matrix Business Technologies also d/b/a Trinsic Communications' local service enables the Customer to:

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- (1) receive calls from other stations on the public switched telephone network;
- (2) place calls to other stations on the public switched telephone network;
- (3) access the Company for service related assistance; access directory assistance for the local calling area; access toll free telecommunications services; access enhanced 911 services for emergency calling; access Telephone Relay Service; and
- (4) access the interexchange network. A Customer may presubscribe to the carrier of their choice for interLATA and intraLATA calling, or Customer may access a provider on an *ad hoc* basis by dialing the provider's Carrier Identification Code (10XXX).

B. The local calling area will be the same as that used by the incumbent local exchange company, a description of which can be found in the telephone directory published by the incumbent local exchange company.

C. Service will be offered in the service areas in which the Company has been certified by the Florida Public Service Commission.

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SECTION 3 - DESCRIPTION OF SERVICE 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 re-routed call. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

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

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SECTION 3 - DESCRIPTION OF SERVICE 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, regard less 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.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

3.2.1 General, (Cont'd.)

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).

J. Call Waiting

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

K. 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.

L. 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.

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.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.2. Features, (Cont'd.)

3.2.1 General, (Cont'd.)

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.

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.

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7171 Forest Lane, Suite 700
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.2 Features, (Cont'd.)

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.
- D. For interstate toll calls received from the telecommunications relay service, call charges shall be discounted by 50 % from the otherwise applicable usage rate for a voice nonrelay call, except that where the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit call surcharge.

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7171 Forest Lane, Suite 700
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SECTION 3 - DESCRIPTION OF SERVICE 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:

(T)

- A. Primary Listing** A primary listing contains the name of the Customer, or the name under which business is regularly conducted, as well as the address and telephone number of the Customer. Primary listings are provided at no charge;
- B. Additional Listings** Additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein;
- C. Non-Published Listings** Non-published listings are not printed in directories nor are they available from directory assistance. Non-published listings are subject to the provisions set forth in Section 2;
- D. Non-Listed Numbers** Non-listed numbers are those which provide for the omission or deletion of the Customer's listing from the telephone directory. Such listings are available from directory assistance;
- E. Foreign Listings** A foreign listing is one which is published in a directory not in the Customer's immediate calling area.
- F. Extra Line Listings** Provides additional information after main or additional listings.
- G. Cross Reference Listing** This provides a reference to another listing in the same directory.

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7171 Forest Lane, Suite 700
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SECTION 3 - DESCRIPTION OF SERVICE 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 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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7171 Forest Lane, Suite 700
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SECTION 3 - DESCRIPTION OF SERVICE 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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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.6 Presubscription

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

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, a Service Restoration Charge will apply.

3.8 Vanity Number

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

3.9 Private Branch Exchange (PBX) Service

3.9.1 Description

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

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. These Rates can be found in Sections 4 & 5, herein.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.10 Direct Inward Dial (DID) Service¹

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 and 100. 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.

3.11 Moves, Adds and Changes

3.11.1 Non-recurring Installation Charges as described in Sections 4, 5 & 6 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 4, 5, 6 & 7 of this Price list will be applied per line when a Customer requests any changes or additions to an existing account.

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

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES, (CONT'D.)

3.12 Measurement of Service

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

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

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

Step 3 Square the differences obtained in Step 2.

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

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

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

Formula:

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

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7171 Forest Lane, Suite 700
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SECTION 4 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 1

4.1 Business Service Monthly Recurring Charge

Rate Group A Local Only	\$38.59 per line (I)
Rate Group B Local Only	\$41.59 per line (I)
Rate Group C Local Only	\$44.09 per line (I)
Rate Group A Local plus Long Distance ¹	\$31.59 per line (I)
Rate Group B Local plus Long Distance ¹	\$34.59 per line (I)
Rate Group C Local plus Long Distance ¹	\$37.09 per line (I)

4.2 Analog PBX Trunk Monthly Recurring Charge

Rate Group A Local Only	\$60.14 per trunk (I)
Rate Group B Local Only	\$63.14 per trunk (I)
Rate Group C Local Only	\$66.64 per trunk (I)
Rate Group A Local plus Long Distance ¹	\$53.14 per trunk (I)
Rate Group B Local plus Long Distance ¹	\$56.14 per trunk (I)
Rate Group C Local plus Long Distance ¹	\$59.64 per trunk (I)

DID CO Termination \$27.50 per trunk

4.3 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

4.4 Installation Charge

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

¹ 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.

SECTION 4 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 1, (CONT'D.)

4.5 Features -Business Line

	Monthly Recurring Charge	Non Recurring Charge	Per Usage Charge
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Three-way Conference Calling	\$3.50	\$18.00	\$0.75
Hunting	\$8.35	\$18.00	\$0.00
Call Forward Variable	\$6.26	\$18.00	\$0.00
Call Forward Busy Line	\$3.00	\$18.00	\$0.00
Call Forward Don't Answer	\$3.00	\$18.00	\$0.00
Call Forward Busy Line/Don't Answer	\$6.50	\$18.00	\$0.00
Remote Call Forwarding ¹	\$7.00	\$18.00	\$0.00
Call Waiting	\$5.50	\$18.00	\$0.00
Speed Dial	\$2.40	\$18.00	\$0.00
Speed Dial, Expanded	\$4.75	\$18.00	\$0.00
Caller ID (Name and Number)	\$7.25	\$18.00	\$0.00
Vanity Number	\$0.00	\$70.00	\$0.00
Toll Restrict Blocking	\$1.40	\$18.00	\$0.00
Caller ID Blocking per line	\$0.00	\$18.00	\$0.00

4.6 Features - Analog PBX Trunks

Call Return	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$3.50
Continuous Redial	\$0.00	\$0.00	\$0.75
Three Way Conference Calling	\$0.00	\$0.00	\$0.75
Hunting, per Trunk Equipped	\$8.35	\$18.00	\$0.00
Caller ID (Name and Number) –Trunk	\$9.50	\$18.00	\$0.00
Change Call Blocking	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$5.25	\$9.50	\$0.00
Third # and Collect Blocking	\$0.00	\$18.00	\$0.00
Call Forward Variable	\$6.50	\$18.00	\$0.00
Touch Tone per Trunk Equipped	\$0.00	\$18.00	\$0.00
Caller ID Blocking per trunk	\$0.00	\$10.00	\$0.00
Ground Start	\$0.00	\$0.00	\$0.00

¹ Not available in all Central Offices

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

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SECTION 4 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 1, (CONT'D.)

4.7 DID Number Groups

	<u>Monthly Recurring Charge</u>	<u>Non-recurring Charge</u>
20 numbers per group	\$3.75	\$850.00
20 numbers -per additional group	\$3.75	\$14.00

4.8 Directory Listings

	<u>Monthly Recurring Charge</u>	<u>Non -Recurring Charge</u>
Primary Listing	\$0.00	\$0.00
Additional Listing	\$1.10	\$18.00
Cross Reference Listing	\$1.10	\$18.00
Extra Line Listing	\$1.10	\$18.00
Foreign Listing	\$1.10	\$18.00
Non-Listed Number	\$1.10	\$18.00
Non-Published Listing -Business Line	\$2.10 (I)	\$18.00
Non-Published Listing - PBX Trunk	\$2.65 (I)	\$18.00

4.9 Local Directory Assistance

\$0.25 per call

4.10 Directory Assistance Call Completion

\$0.30 per call¹

¹ Provided where facilities permit; charge is in addition to charge in 4.9

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7171 Forest Lane, Suite 700
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SECTION 4 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 1, (CONT'D.)

4.11 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 3rd party billed	\$1.05	\$0.0000
Busy Line Verification w/Interrupt	\$0.75	\$0.0000

4.12 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.

4.13 Service Restoration Charge

\$33.00 per occurrence

4.14 Service Change Charge

\$10.00 per occurrence

4.15 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.

4.16 Time and Material Charges

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

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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2

5.1 Business Service Monthly Recurring Charge

Rate Group 1 Local Only	\$45.14 per line (I)
Rate Group 1 Local plus Long Distance ¹	\$38.14 per line (I)
Rate Group 2 Local Only	\$47.39 per line (I)
Rate Group 2 Local plus Long Distance ¹	\$40.39 per line (I)
Rate Group 3 Local Only	\$48.39 per line (I)
Rate Group 3 Local plus Long Distance ¹	\$41.39 per line (I)
Rate Group 4 Local Only	\$49.59 per line (I)
Rate Group 4 Local plus Long Distance ¹	\$42.64 per line (I)
Rate Group 5 Local Only	\$50.89 per line (I)
Rate Group 5 Local plus Long Distance ¹	\$43.89 per line (I)

5.2 Analog PBX Trunk Monthly Recurring Charge

Rate Group 1 Local Only	\$66.14 per line (I)
Rate Group 1 Local plus Long Distance ¹	\$59.14 per line (I)
Rate Group 2 Local Only	\$68.39 per line (I)
Rate Group 2 Local plus Long Distance ¹	\$61.39 per line (I)
Rate Group 3 Local Only	\$69.39 per line (I)
Rate Group 3 Local plus Long Distance ¹	\$62.39 per line (I)
Rate Group 4 Local Only	\$70.64 per line (I)
Rate Group 4 Local plus Long Distance ¹	\$63.64 per line (I)
Rate Group 5 Local Only	\$71.89 per line (I)
Rate Group 5 Local plus Long Distance ¹	\$64.89 per line (I)
DID CO Termination	\$0.00 per trunk

¹ 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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Jerry Ou, President
433 E. Las Colinas Blvd., Suite 400
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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2, (CONT'D.)

5.3 Extended Calling

First minute	\$0.095
Each additional minute	\$0.057

5.4 Measured Rate Local Service

	<u>Monthly Recurring Charge</u>	<u>Non Recurring Charge</u>
Per Line	\$30.14 (I)	\$34.00

5.5 Local Usage Charges for Measured Service

\$0.10 per call

5.6 Initial Service Conversion Charge

\$16.00 per line or trunk converted, non-recurring

5.7 Installation Charge

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

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Jerry Ou, President
433 E. Las Colinas Blvd., Suite 400
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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2, (CONT'D.)

5.8 Features -Business Line

	Monthly Recurring Charge	Non Recurring Charge	Per Usage Charge
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$3.50
Three-way Conference Calling Hunting	\$3.80	\$0.00	\$0.75
Per Flat Rate Line	\$10.50	\$24.00	\$0.00
Per Measured Rate Line	\$6.35	\$24.00	\$0.00
Call Forward Variable	\$3.80	\$24.00	\$0.00
Call Forward Busy Line	\$1.20	\$24.00	\$0.00
Call Forward Don't Answer	\$1.20	\$24.00	\$0.00
Call Forward Busy Line/Don't Answer	\$1.40	\$24.00	\$0.00
Remote Call Forwarding ¹	\$6.75	\$24.00	\$0.00
Call Waiting	\$4.80	\$24.00	\$0.00
Speed Dial	\$2.40	\$0.00	\$0.00
Speed Dial, Expanded	\$3.25	\$24.00	\$0.00
Caller ID (Name and Number)	\$11.00	\$24.00	\$0.00
Vanity Number	\$1.90	\$24.00	\$0.00
Toll Restrict Blocking	\$3.55	\$10.00	\$0.00
Caller ID Blocking per line	\$0.00	\$0.00	\$0.00
Change Call Blocking	\$0.00	\$0.00	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Third Party and Collect Blocking	\$0.95	\$0.00	\$0.00

¹ Not available in all Central Offices

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Scott Klopack
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7171 Forest Lane, Suite 700
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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2, (CONT'D.)

5.9 Features Analog PBX Trunks

	Monthly Recurring <u>Charge</u>	Non Recurring <u>Charge</u>	Per Usage <u>Charge</u>
Call Return	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$3.50
Continuous Redial	\$0.00	\$0.00	\$0.75
Three Way Conference Calling	\$0.00	\$0.00	\$0.75
Hunting, per Trunk Equipped	\$0.00	\$24.00	\$0.00
Caller ID (Name and Number) - Trunk	\$11.00	\$24.00	\$0.00
Caller ID Blocking per trunk	\$0.00	\$0.00	\$0.00
Change Call Blocking	\$0.00	\$0.00	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$5.25	\$10.00	\$0.00
Third # and Collect Blocking	\$0.95	\$24.00	\$0.00
Call Forward Variable	\$3.80	\$24.00	\$0.00
Touch Tone per Trunk Equipped	\$0.00	\$0.00	\$0.00
Ground Start	\$0.00	\$0.00	\$0.00

5.10 DID Number Groups

	<u>Monthly Recurring Charge</u>	<u>Non-recurring Charge</u>
20 numbers first group	\$95.00	\$550.00
20 numbers per additional group	\$95.00	\$20.00
100 numbers first group	\$415.00	\$550.00
100 numbers-per additional group	\$335.00	\$440.00

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7171 Forest Lane, Suite 700
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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2, (CONT'D.)

5.11 Directory Listings

	<u>Monthly Recurring Charge</u>	<u>Non -Recurring Charge</u>
Primary Listing	\$0.00	\$24.00
Additional Listing	\$1.20	\$24.00
Cross Reference Listing	\$1.20	\$24.00
Extra Line Listing	\$1.20	\$24.00
Foreign Listing	\$1.20	\$24.00
Non-Listed Number	\$1.20	\$24.00
Non-Published Listing	\$2.90 (I)	\$24.00

5.12 Local Directory Assistance

\$0.40 per call

5.13 Directory Assistance Call Completion

\$0.45 per call¹

5.14 Operator Services

	<u>surcharge</u>	<u>per minute charge</u>
Third Party Billing	\$1.50	\$0.1900
Collect	\$1.50	\$0.1900
Person to Person	\$3.00	\$0.1900
Busy Line Verification	\$1.00	\$0.0000
Busy Line Verification 3 rd party billed	\$1.50	\$0.0000
Busy Line Verification w/interrupt	\$0.50	\$0.0000

¹ Provided where facilities permit; charge is in addition to charge in 5.12.

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Scott Klopach
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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 5 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 2, (CONT'D.)

5.15 Presubscription

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$24.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

5.16 Service Restoration Charge

\$24.00 per occurrence

5.17 Service Change Charge

\$24.00 per occurrence

5.18 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 a \$9.00 non recurring charge for this call.

5.19 Time and Material Charge

Business Line	\$20.00
Analog PBX Trunk	\$65.00

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SECTION 6 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 3

6.1 Business Service Monthly Recurring Charge

Rate Group 1 Local Only	\$37.89 per line (I)
Rate Group 1 Local plus Long Distance ¹	\$30.89 per line (I)
Rate Group 2 Local Only	\$39.14 per line (I)
Rate Group 2 Local plus Long Distance ¹	\$32.14 per line (I)
Rate Group 3 Local Only	\$40.89 per line (I)
Rate Group 3 Local plus Long Distance ¹	\$33.89 per line (I)
Rate Group 4 Local Only	\$42.14 per line (I)
Rate Group 4 Local plus Long Distance ¹	\$35.14 per line (I)

6.2 Extended Calling

First minute	\$0.20
Each additional minute	\$0.125

6.3 Initial Service Conversion Charge

\$14.00 per line converted, non-recurring

6.4 Installation Charge

\$75.00 per line installed, non-recurring
\$32.75 each additional

1 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.

SECTION 6 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 3, (CONT'D.)

6.5 Features -Business Line

	Monthly Recurring Charge	Non Recurring Charge	Per Usage Charge
Call Return	\$0.00	\$0.00	\$0.75
Continuous Redial	\$0.00	\$0.00	\$0.75
Call Trace	\$0.00	\$0.00	\$4.00
Three-way Conference Calling	\$3.75	\$14.50	\$0.75
Hunting			
Rate Group 1	\$8.25	\$0.00	\$0.00
Rate Group 2	\$9.25	\$0.00	\$0.00
Rate Group 3	\$9.75	\$0.00	\$0.00
Rate Group 4	\$10.25	\$0.00	\$0.00
Call Forward Variable	\$4.15	\$14.50	\$0.00
Call Forward Busy Line	\$0.90	\$14.50	\$0.00
Call Forward Don't Answer	\$0.90	\$14.50	\$0.00
Call Forward Busy Line/Don't Answer	\$1.85	\$14.50	\$0.00
Call Waiting	\$4.65	\$14.50	\$0.00
Speed Dial	\$2.75	\$14.50	\$0.00
Caller ID (Name and Number)	\$9.25	\$14.50	\$0.00
Vanity Number	\$0.00	\$0.00	\$0.00
Toll Restrict Blocking	\$3.25	\$10.00	\$0.00
Change Call Blocking	\$0.00	\$0.00	\$0.00
Change Class Blocking	\$0.00	\$0.00	\$0.00
Third Party and Collect Blocking	\$0.95	\$14.50	\$0.00
Ground Start	\$2.50	\$14.50	\$0.00

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7171 Forest Lane, Suite 700
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SECTION 6 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 3, (CONT'D.)

6.6 Directory Listings

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	\$0.00	\$14.50
Additional Listing	\$1.15	\$14.50
Cross Reference Listing	\$1.15	\$14.50
Extra Line Listing	\$1.15	\$14.50
Foreign Listing	\$1.15	\$14.50
Non-Listed Number	\$1.15	\$14.50
Non-Published Listing	\$3.10 (I)	\$14.50

6.7 Local Directory Assistance

\$0.45 per call

6.8 Directory Assistance Call Completion

\$0.40 per call¹

6.9 Operator Services

	<u>surcharge</u>	<u>per minute charge</u>	<u>Each additional</u>
Third Party Billing	\$1.10	\$0.1500	\$0.0950
Collect	\$1.10	\$0.1500	\$0.0950
Person to Person	\$2.50	\$0.1500	\$0.0950
Busy Line Verification	\$1.00	\$0.0000	\$0.0000
Busy Line Verification w/interrupt	\$0.50	\$0.0000	\$0.0000

¹ Provided where facilities permit; charge is in addition to charge in 6.7

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SECTION 6 - PRICE LIST RATES – BUSINESS SERVICES-ZONE 3, (CONT'D.)

6.10 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.

6.11 Service Restoration Charge

\$16.25 per occurrence

6.12 Intercept Service

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

6.13 Time and Material Charges

First 15 minutes	\$35.00
Each additional 15 minutes	\$11.25

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SECTION 7 - PRICE LIST RATES – LOCAL DIGITAL SERVICE

7.1 Local Digital Service Monthly Recurring Charge

ISDN-PRI – Per D Channel \$100.00

7.2 Local Digital Service Non-Recurring Charge

ISDN-PRI – Per D Channel \$2500.00

7.3 Optional Features

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

7.4 Presubscription

A Customer may change their intra and/or interLATA long distance carrier. The Customer will incur a \$5.00 per line, per occurrence charge. A single occurrence can include a change of both the intraLATA and interLATA carriers.

7.5 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

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SECTION 7 - PRICE LIST RATES – LOCAL DIGITAL SERVICE, (CONT'D.)

7.6 Directory Listings

7.6.1 Zone 1

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Additional Listing	\$1.10	\$18.00
Extra Line Listing	\$1.10	\$18.00
Foreign Listing	\$1.10	\$18.00
Cross Reference Listing	\$1.10	\$18.00
Non-Listed Number	\$1.10	\$18.00
Non-Published Number	\$2.65 (I)	\$18.00

7.6.2 Zone 2

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Additional Listing	\$1.20	\$24.00
Extra Line Listing	\$1.20	\$24.00
Foreign Listing	\$1.20	\$24.00
Cross Reference Listing	\$1.20	\$24.00
Non-Listed Number	\$1.20	\$24.00
Non-Published Number	\$2.90 (I)	\$24.00

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SECTION 7 - PRICE LIST RATES – LOCAL DIGITAL SERVICE, (CONT'D.)

7.7 Operator Services

7.7.1 Zone 1

	<u>Per Call</u>	<u>Per Min</u>
Third Party Billing	\$1.60	\$0.2000
Collect	\$1.60	\$0.2000
Person to Person	\$3.25	\$0.2000
Busy Line Verification	\$0.35	\$0.0000
Busy Line Verification w/Interrupt	\$0.75	\$0.0000

7.7.2 Zone 2

	<u>Per Call</u>	<u>Per Min</u>
Third Party Billing	\$1.50	\$0.1900
Collect	\$1.50	\$0.1900
Person to Person	\$3.00	\$0.1900
Busy Line Verification	\$1.00	\$0.0000
Busy Line Verification w/Interrupt	\$0.50	\$0.0000

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SECTION 7 - PRICE LIST RATES – LOCAL DIGITAL SERVICE, (CONT'D.)

7.8 Directory Assistance

	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Local Directory Assistance	\$0.25 per call	\$0.40 per call	\$0.45 per call
Directory Assistance Local Call Completion ¹	\$0.30 per call	\$0.45 per call	\$0.40 per call

7.9 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

¹ Provided where facilities permit; charges in addition to Local Directory Assistance charge

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SECTION 8 - TRINSIC PRODUCTS

8.1 Basic Service Description and Rates

8.1.1 General

Trinsic provides basic local exchange communications services throughout Florida.

Trinsic's rates and services are based on the rates and services of the large incumbent local exchange carriers. This price list documents the rates and services for Trinsic's provision of local exchange service.

Customers are billed based on their use of Trinsic's network and services. Charges may vary by service offering, class of service, CLASS/custom calling feature(s), class of call, time of day, day of week, and/or call duration.

The Company provides access to operator services, A911" services, and relay services for the hearing impaired, as required in Chapter 364.337(2), Fla. Statutes.

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Archer	3	Bronson, Gainesville, Micanopy, Newberry Cedar Key, Chiefland, Williston (ICE)
Baldwin	3	Jacksonville, Maxville Callahan (ICE), MacClenny (ICE), Sanderson (ICE)
Belle Glade	2	Pahokee Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Boca Raton	1,2	Coral Springs, Deerfield Beach, Delray Beach, Pompano Beach
Boynton Beach	2	Delray Beach, West Palm Beach Belle Glade, Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach
Bronson	3	Archer, Chiefland, Gainesville, Williston (ICE) Cedar Key, Newberry
Brooksville	3	Weekiwachee Springs Dade City (ICE), San Antonio (ICE), Trillacoochee (ICE)
Bunnell	3	Flagler Beach, Palm Coast Daytona Beach, Pierson
Cantonment (includes Clear Springs and Gateswood, AL)	3	Century, Gulf Breeze, Molino, Pensacola, Walnut Hill
Cedar Key	3	Archer, Bronson, Chiefland, Gainesville
Century	2,3	Brewton (Alabama), Cantonment (including Clear Springs, Alabama), Flomaton (Alabama), Molino (ICE), Pensacola, Walnut Hill (ICE)
Chiefland	3	Bronson, Trenton Archer, Cedar Key, Cross City, Gainesville, Old Town

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 7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Chipley	3	Graceville, Sunny Hills, Vernon Bonifay (ICE), Cottondale (ICE), Panama City, Youngstown-Fountain
Cocoa	2	Cocoa Beach, Eau Gallie, Melbourne, Titusville
Cocoa Beach	2	Cocoa, Eau Gallie, Melbourne, Titusville
Coral Springs	2	Boca Raton, Deerfield Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Cross City	3	Old Town Chiefland, Gainesville, Trenton
Daytona Beach	1,2	Bunnell, DeLand, DeLeon Springs, Flagler Beach, New Smyrna Beach, Oak Hill, Palm Coast, Pierson
DeBary	2	DeLand, Orange City (ICE), Sanford Orlando, Winter Park (ICE)
Deerfield Beach	2	Boca Raton, Coral Springs, Delray Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Hollywood, Homestead, Miami, North Dade, Perrine
DeLand	2	DeBary, DeLeon Springs, Orange City (ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill
DeLeon Springs	3	DeLand, Orange City(ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill
Delray Beach	2	Boca Raton, Boynton Beach, Deerfield Beach Belle Glade, Coral Springs, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach, West Palm Beach
Dunnellon	3	Bellevue (ICE), Forest (ICE), Ocala (ICE), Oklawaha (ICE), Salt Springs (ICE), Silver Springs Shores (ICE), Yankeetown (ICE) Beverly Hills (ICE)

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 Vice President and General Counsel
 7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
East Orange	3	Apopka (ICE), Lake Buena Vista (ICE), Celebration (ICE), Montverde (ICE), Orlando, Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
Eau Gallie	2	Cocoa, Cocoa Beach, Melbourne Titusville
Fernandina Beach	2	Yulee Jacksonville
Flagler Beach	2	Bunnell, Palm Coast Daytona Beach, Pierson,
Ft. Lauderdale	1,2	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine
Ft. Pierce	3	Port St. Lucie Jensen Beach, Vero Beach
Gainesville	2	Alachua (ICE), Archer, Bronson, Brooker (ICE), Ft. White (ICE), Hawthorne, High Springs (ICE), Lake Butler (ICE), Melrose (ICE), Micanopy, Newberry, Trenton, Waldo (ICE) Cedar Key, Chiefland, Cross City, Keystone Heights, McIntosh (ICE), Old Town, Williston (ICE)
Geneva	3	Oviedo, Sanford, Winter Park (ICE) Orlando
Graceville	3	Chipley Alford (ICE), Bonifay (ICE), Cottondale (ICE), Grand Ridge (ICE), Greenwood (ICE), Malone (ICE), Marianna (ICE), Reynolds Hill (ICE), Sneads (ICE), Westville (ICE)
Green Cove Springs	3	Maxville, Middleburg, Jacksonville, Julington, Orange Park Palatka, St. Augustine, St. Johns
Gulf Breeze	2	Cantonment (including Clear Springs, Alabama), Holley- Navarre, Pace, Pensacola Milton

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 7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Havana	3	Chattahoochee (ICE), Greensboro (ICE), Gretna (ICE), Quincy (ICE), Tallahassee (ICE)
Hawthorne	3	Gainesville, Melrose (ICE), Micanopy
Hobe Sound	2	Jensen Beach, Jupiter, Port St. Lucie, Stuart West Palm Beach
Holley-Navarre	3	Fort Walton Beach (ICE), Gulf Breeze, Pensacola Milton, Pace
Hollywood	1,2	Fort Lauderdale, North Dade Boca Raton, Boynton Beach, Coral Springs, Deerfield Beach, Delray Beach, Homestead, Miami, Perrine, Pompano Beach
Homestead	3	Miami, Perrine Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, North Dade, Pompano Beach
Jacksonville	1,2,3	Baldwin, Callahan (ICE), Jacksonville Beach, Julington, Maxville, Middleburg, Orange Park, Ponte Vedra Beach, St. Johns, Yulee Fernandina Beach, Hilliard (ICE), MacClenny (ICE), Palatka, Sanderson (ICE), St. Augustine
Jacksonville Beach	2	Jacksonville, Ponte Vedra Beach, St. Johns St. Augustine
Jay	3	Milton, Munson, Pace, Pensacola
Jensen Beach	2	Hobe Sound, Port St. Lucie, Stuart Fort Pierce, Jupiter, West Palm Beach
Julington	3	Jacksonville, Orange Park, St. Johns Green Cove Springs, Palatka, Ponte Vedra Beach, St. Augustine
Jupiter	2	Hobe Sound, West Palm Beach Belle Glade, Boca Raton, Boynton Beach, Delray Beach, Jensend Beach, Pahokee, Port St. Lucie, Stuart

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 7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Keys	1,2,3	Homestead, Miami, Perrine
Keystone Heights	3	Melrose(ICE), Starke(ICE), that portion of Florahome (ICE), located in Clay County Gainesville, Waldo(ICE)
Lake City	3	Branford (ICE), Fort White (ICE), Wellborn (ICE), White Springs (ICE) Florida Sheriffs Boys Ranch (ICE), High Springs (ICE), Lake Butler (ICE), Live Oak (ICE), Luraville (ICE),MacClenny (ICE), Sanderson (ICE)
Lynn Haven	3	Panama City, Panama City Beach, Youngstown-Fountain Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Vernon
Maxville	3	Baldwin, Jacksonville, Middleburg, Orange Park MacClenny(ICE), Sanderson (ICE)
Melbourne	2	Cocoa, Cocoa Beach, Eau Gallie, Sebastian Titusville
Miami	1,2	Homestead, North Dade, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, Pompano Beach
Micanopy	3	Archer, Gaineville, Hawthorne McIntosh (ICE)
Middleburg	3	Jacksonville, Maxville, Orange Park
Milton	3	Jay, Munson, Pace, Pensacola Gulf Breeze, Holley-Navarre
Munson	3	Jay, Milton, Pace, Pensacola
Newberry	3	Alachua(ICE), Archer, Gainesville, High Springs (ICE), Trenton Bronson

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
New Smyrna Beach	2	Oak Hill Daytona Beach, DeLand, DeLeon Springs, Pierson
North Dade	1,2	Hollywood, Miami, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Homestead, Pompano Beach
Pace	3	Gulf Breeze, Jay, Milton, Munson, Pensacola Holley-Navarre
Pahokee	2	Belle Glade Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Palatka	3	Florahome (ICE), Hastings (ICE), Interlachen (ICE), Pomona Park, Welaka Crescent City (ICE), Green Cove Springs, Jacksonville, Julington, Orange Park, St. Augustine, St. Johns
Palm Coast	3	Bunnell, Flagler Beach Daytona Beach
Panama City	2,3	Lynn Haven, Panama City Beach, Tyndall AFB (ICE), Wewahitchka (ICE), Youngstown-Fountain Chipley, Port St. Joe (ICE), Sunny Hills, The Beaches (ICE), Vernon
Panama City Beach	2	Lynn Haven, Panama City Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Youngstown-Fountain
Pensacola	2	Cantonment(including Clear Springs, Alabama), Century (ICE), Gulf Breeze, Holley-Navarre, Jay, Milton, Molino (ICE), Munson, Pace, Walnut Hill (ICE)
Perrine	3	Homestead, Miami, North Dade Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Keys, Pompano Beach
Pierson	3	Crescent City (ICE), DeLand, DeLeon Springs Bunnell, Daytona Beach, Flagler Beach, New Smyrna Beach, Oak Hill

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Pomona Park	3	Crescent City (ICE), Palatka, Welaka
Pompano Beach	1,2	Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Ponte Vedra Beach	2	Jacksonville, Jacksonville Beach, St. Johns Julington, St. Augustine
Port St. Lucie	2,3	Fort Pierce, Hobe Sound, Jensen Beach, Stuart Jupiter, West Palm Beach
St. Augustine	2,3	Hastings (ICE), St. Johns Green Cove Springs, Jacksonville, Jacksonville Beach, Julington, Palatka, Ponte Vedra Beach
St. Johns	3	Hastings (ICE), Jacksonville, Jacksonville Beach, Julington, Orange Park, Ponte Vedra Beach, St. Augustine Green Cove Springs, Palatka
Sanford	2	DeBary, Geneva, Oviedo, Winter Park (ICE) Orange City (ICE), Orlando
Sebastian	2,3	Melbourne, Vero Beach
Stuart	2	Hobe Sound, Indiantown (ICE), Jensen Beach, Port St. Lucie Jupiter, West Palm Beach
Sunny Hills	3	Chipley, Vernon Lynn Haven, Panama City, Panama City Beach, Youngstown-Fountain

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.1 General, (Cont'd.)

A. Exchange and UNE Zone Listings, (Cont'd.)

<u>Exchange</u>	<u>UNE Zone</u>	<u>Additional Exchanges</u>
Titusville	2	Cocoa, Cocoa Beach Eau Gallie, Melbourne
Trenton	3	Chiefland, Gainesville, Newberry Cross City, Old Town
Vernon	3	Chipley, Sunny Hills Bonifay (ICE), Lynn Haven, Panama City, Westville (ICE)
Vero Beach	2	Sebastian Fort Pierce
Weekiwachee Springs	2,3	Brooksville
Welaka	3	Crescent City (ICE), Palatka, Pomona Park
West Palm Beach	3	Boynton Beach, Jupiter Belle Glade, Boca Raton, Delray Beach, Hobe Sound, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Yankeetown	3	Crystal River (ICE), Dunnellon
Youngstown Fountain	3	Lynn Haven, Panama City Chipley, Panama City Beach, Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE)
Yulee	3	Fernandina Beach, Jacksonville

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.2 Calculation of Distance

Company does not offer distance-sensitive rate plans.

8.1.3 Rate Periods for Time of Day Sensitive Services

Company does not offer time-of-day sensitive rate plans.

8.1.4 Call Timing for Usage Sensitive Services

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.5 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
-----------------	---------

8.1.6 Network Exchange Bundled Service

A. General

Trinsic offers basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local service, long distance service (interstate and intrastate toll) and selected custom calling features. Voice Mail and Optional Internet access ¹may 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:

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.6 Network Exchange Bundled Service

A. General

1. Primary Line

The initial residential local exchange access line per account.

2. Secondary Line

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

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

B. Calling Features

Network Exchange Bundled Service may include calling features as listed in the description for each service.

These features are offered subject to availability of suitable facilities. Certain features may not be available with all classes of services. Descriptions of Calling Features are found in Section 8.2.4.

In the event Trinsic adds custom calling features to its services, such features will be available upon the price list 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

B. Trinsic Standard ** ⁽¹⁾

Package Price for Standard Service

	AT&T Territory	Verizon Territory
Monthly Rate		
Primary Line	\$60.62 (I)	\$75.62 (I)
Secondary Line	\$37.63 (I)	\$42.63 (I)
Service Connection Fee, one-time charge per line #:		
Primary Line	\$69.99	\$69.99
Secondary Line	\$55.00	\$55.00

Customers may choose to handle payment through a commercial credit card arrangement.

Customers will be able to access call detail and billing records on-line via the myzline.com web site.

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.

** This option grandfathered effective May 13, 2002 and is available to existing customers only.

⁽¹⁾ This service formerly known as Florida Home Edition - Standard Service

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

B. Trinsic Standard, (Cont'd.) ** ⁽¹⁾

Trinsic Standard includes the following:

1. 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 Trinsic Travel Card in the Company's Florida Tariff No 1. Such travel card calls are not included in the monthly toll call allowance for Trinsic Standard Service.

Toll calls within 200 minute allowance

Per minute rate

Direct Dial Access \$0.00

* See Company's Tariff No. 2 for rates above call allowance.

2. Local line and unlimited local calling
3. 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.

4. [Reserved for Future Use]

(D)
(D)

5. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

** This option grandfathered effective May 13, 2002 and is available to existing customers only.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

C. Trinsic Basic ** ⁽¹⁾

	<u>AT&T Territory</u>
Package Price for Trinsic Basic	
Primary Line, per month	\$44.62 (I)
Secondary Line, per month	\$37.63 (I)
New Service Connection Fee #, one time charge, per line	
Per Primary Line	\$69.99
Per Secondary Line	\$55.00

1. Basic Service includes the following:

- (a)** A monthly allowance of 30 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic Travel Card Service. (See the Company's Interexchange Telecommunications Florida Price List No. 2). Such travel card calls are not included in the monthly toll call allowance for Trinsic Basic Service.

Toll calls within 30 minute allowance	
Direct Dial Access	\$0.00

- (b)** Local line and unlimited local exchange calling.

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.

** This option grandfathered effective March 19, 2008 and is available to existing customers only.

⁽¹⁾ This service formerly known as Florida Home Edition - Basic Service

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

C. Trinsic Basic **, (Cont'd.)

2. Primary Line Custom Calling Features Package: Feature Pack to include Caller ID with Name, Three-Way Calling and Speed Calling may be purchased at an additional monthly charge.

Feature Pack, per month \$4.99

Secondary Line Custom Calling Features Package: (Call Waiting, Caller ID, Three-Way Calling and Speed Calling) may be added for an additional monthly charge.

Feature Pack, per month \$4.95

3. Additional toll calling may be purchased for a monthly fee as noted in the Company's Florida Price List No. 2.

4. Distinctive Ring Calling Feature:

Monthly Recurring Charge Per Feature: \$3.00

** This option grandfathered effective March 19, 2008 and is available to existing customers only.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

D. Trinsic Unlimited ⁽¹⁾

Package Price for Trinsic Unlimited

Primary Line, per month	AT&T Territory	Verizon Territory	CenturyLink Territory
UNE Zone 1:	\$66.62 (I)	\$73.62 (I)	\$93.62 (I)
UNE Zone 2:	\$68.62 (I)	\$73.62 (I)	\$94.62 (I)
UNE Zone 3:	\$78.62 (I)	\$83.62 (I)	\$93.62 (I)
UNE Zone 4:	N/A	N/A	\$109.62 (I)
Secondary Line, per month			
UNE Zone 1	\$33.63 (I)	\$43.63 (I)	\$53.63 (I)
UNE Zone 2:	\$33.63 (I)	\$43.63 (I)	\$54.63 (I)
UNE Zone 3:	\$48.63 (I)	\$53.63 (I)	\$53.63 (I)
UNE Zone 4:	N/A	N/A	\$64.63 (I)
Service Connection Fee, one-time charge, per line [#]			
Primary	\$69.99	\$69.99	\$69.99
Secondary	\$55.00	\$55.00	\$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 online via the myzline.com web site.

This service is for use by Residential Customers for the purpose of individual-to-individual two-way residential voice applications. If the Customer uses Trinsic Unlimited Service for non-residential purposes, including but not limited to commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three-way calling or 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.

[#] 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.

⁽¹⁾ This service formerly known as Z-LineHome Unlimited

SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

D. Trinsic Unlimited, (Cont'd.)

1. Trinsic Unlimited includes the following, (cont'd.):

(a) Unlimited toll calling. For toll calls placed away from home, see Trinsic Travel Card Service in the Company's Florida Tariff No 2. Such travel card calls are not included in the monthly toll call allowance for Trinsic Unlimited.

(b) Local line and unlimited local calling

(c) Primary Line Custom Calling Features Package: Call Forwarding Variable, Caller ID with Name, Call Waiting with Caller ID with Name, Call Trace, Three-Way Calling and Speed Calling included at no charge.

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

(d) [Reserved for Future Use]

(D)

(e) The following additional custom calling features are available with this service.

	Per Month
Distinctive Ring	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

E. Trinsic Value ⁽¹⁾**

Package Price for Trinsic Value

Primary Line, per month	AT&T <u>Territory</u>	Verizon <u>Territory</u>
UNE Zones 1, 2:	\$40.62 (I)	Not Available
UNE Zone 3:	\$58.62 (I)	Not Available
Secondary Line, per month		
UNE Zones 1, 2:	\$33.63 (I)	Not Available
UNE Zone 3:	\$48.63 (I)	Not Available
Service Connection Fee, one-time charge, per line #		
Primary	\$69.99	Not Available
Secondary	\$55.00	Not Available

** This service grandfathered effective September 4, 2003 and is available to existing Customers only.

⁽¹⁾ This service formerly known as Z-LineHome Select

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 433 E. Las Colinas Blvd., Suite 400
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

E. Trinsic Value, (Cont'd.)**

1. Trinsic Value includes the following

- (a) A monthly allowance of 50 free minutes of interstate and intrastate toll calling. Toll calls will be billed in sixty (60) second increments. For toll calls placed away from home, see Trinsic Travel Card Service in the Company's Florida Price List No 1. Such travel card calls are not included in the monthly toll call allowance for Trinsic Value.

	<u>BellSouth Territory</u>	<u>Verizon Territory</u>
Toll calls within 50 minute allowance Direct Dial Access	\$0.00	Not Available
Toll calls above 50 minute allowance Direct Dial Access	\$0.07	Not Available

- (b) Local line and unlimited local calling.

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.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

E. Trinsic Value, (Cont'd.)**

1. Trinsic Value includes the following, (Cont'd.)

(c) Primary Line Custom Calling Features Package: Call Forwarding, Caller ID with Name, Call Waiting with Caller ID with Name, Call Forwarding Variable, Call Blocking, Call Trace, Three-Way Calling and Speed Calling included at no charge.

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

(d) [Reserved for Future Use]

(D)

(e) The following additional custom calling features are available with this service.

	<u>Per Month</u>
Distinctive Ring:	\$3.00
VIP Alert:	\$2.00
Privacy Manager:	\$2.00

** This service grandfathered effective September 4, 2003 and is available to existing Customers only.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

F. [Reserved for Future Use]

(D)

(D)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

G. Trinsic BUSINESS 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. Trinsic Business A La Carte provides Customers with the option of selecting Trinsic for toll services. For a description of toll offerings see Trinsic's Florida Interexchange Price List No. 2.

1. Local Exchange Service

(a) Local Access Line

<u>Local Business Line</u>	<u>AT&T</u>	<u>Verizon</u>
Monthly Rate	\$35.93 (I)	Not Available
Service Connection Fee, one time charge per line ¹ Per Line	\$49.99	Not Available

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

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

SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

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

2. 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.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

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

2. 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.

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.

(N)

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8.1 Basic Service Description and Rates, (Cont'd.)

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

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

2. Calling Features, (Cont'd.)

(a) Rates

	<u>BellSouth</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>
(1) Monthly Rates, per Feature:	\$3.00	Not Available
(2) Monthly Rate, Feature Pack (3 or more features)	\$9.00	Not Available

3. 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

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

4. 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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

H. TrinsicLink Service

TrinsicLink Service is an inbound and outbound service available to Not-for-Profit business organizations. Customers who subscribe to this service must designate Trinsic as the presubscribed carrier for local service concurrent with enrollment for this service. The full benefits of the service are enjoyed if the Customer also presubscribes to Trinsic for intraLATA toll and interLATA toll calling.

1. Service Features

TrinsicLink Service provides for the following:

- (a) Unlimited local exchange calling for the Primary and any additional lines
- (b) Unlimited intraLATA and interLATA toll calling for the Primary and any additional lines.
- (c) Calling Features

Primary Line includes Caller ID, Call Waiting, Three Way Calling, Speed Calling, Call Trace, Call Blocking and Call Forwarding Variable at no additional monthly charge.

Additional lines may purchase calling features as a package for a monthly recurring charge. The feature package will include Caller ID, Call Waiting, Three Way Calling, Speed Calling, Call Trace, Call Blocking and Call Forwarding Variable.

- (d) Toll Free Service is available for a monthly recurring charge plus usage and is not included in the unlimited local or toll calling portion of this service.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

H. TrinsicLink Service, (Cont'd.)

1. Service Features, (Cont'd.)

(e) Remote Call Forwarding

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.

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.

2. Rates and Charges

Primary Line, per month	\$53.13 (I)
Secondary Line, per month	\$28.14 (I)
Service Connection Fee, one-time charge per line,	
Primary Line	\$49.99
Secondary Line	\$49.99
Additional Line Feature Package	\$4.95
Toll Free Service	
Rate Per Month, per toll free access line	\$3.00
Rate Per Minute	\$0.069
Remote Call Forwarding	\$15.00

¹ Service Connection fee waived for those Customers who meet the Company's enrollment criteria and who retain their existing telephone number when switching their service to Trinsic.

SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

I. 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).

	BellSouth Territory	Verizon Territory
Primary Line, per month		
UNE Zone 1:	\$32.62 (I)	n/a
UNE Zone 2:	\$37.62 (I)	n/a
UNE Zone 3:	\$47.62 (I)	n/a
Secondary Line, per month		
UNE Zone 1, 2:	\$27.62 (I)	n/a
UNE Zone 3,4:	\$42.62 (I)	n/a
Service Connection Fee, one-time charge, per line #		
Primary	\$69.99	n/a
Secondary	\$55.00	n/a

1. Basic Service includes the following:
 - (a) Local line and unlimited local calling
 - (b) Call Waiting

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.

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

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 433 E. Las Colinas Blvd., Suite 400
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

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

2. 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.

	<u>BellSouth</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>
Feature Pack, per month:	\$4.95	n/a

3. Intrastate long distance may be utilized with this service.

	<u>BellSouth</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>
Direct Dial rate per minute:	\$0.070	n/a
Call completion through PVA per minute:	\$0.070	n/a

4. Calling Features

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

Distinctive Ring

Monthly Recurring Charge Per Feature: \$3.00

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

J. Trinsic Value with PVA ⁽¹⁾

Trinsic Value with PVA provides a basic residential local exchange line with four Custom Calling Features and fifty (50) minutes of combined direct dialed interstate or intrastate long distance calling. Operator assisted calling, travel card calling and international calling are not included in the calling allowance. Calls above the calling allowance of 50 minutes will be billed in sixty (60) second increments. 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 is included with this service.

	AT&T <u>Territory</u>	Verizon <u>Territory</u>
Primary Line, per month		
UNE Zone 1:	\$40.62 (I)	n/a
UNE Zone 2:	\$40.62 (I)	n/a
UNE Zone 3:	\$58.62 (I)	n/a
Secondary Line, per month		
UNE Zone 1, 2:	\$33.63 (I)	n/a
UNE Zone 3,4:	\$48.63 (I)	n/a
Service Connection Fee, one-time charge, per line #		
Primary	\$69.99	n/a
Secondary	\$55.00	n/a

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.

⁽¹⁾ This service formerly known as Z-LineHOME Select with PVA

SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

J. Trinsic Value with PVA, (Cont'd.)

1. Trinsic Value includes the following:

- (a) Local line and unlimited local calling
- (b) Custom Calling Features: Call Waiting, Caller ID/Caller ID with Name, Three-Way Calling, Speed Calling, Call Forwarding Variable, Call Forwarding Busy No Answer.
- (c) 50 Minute Direct Dial Call Allowance, interstate or intrastate, excluding operator assisted calling, travel card calling and international calling.

2. Intrastate long distance may be utilized with this service.

	<u>BellSouth</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>
Direct Dial rate per minute:	\$0.070	n/a
Call completion through PVA per minute:	\$0.070	n/a

3. Calling Features

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

Distinctive Ring

Monthly Recurring Charge Per Feature: \$3.00

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

K. 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 box¹. 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

	<u>AT&T</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>	<u>CenturyLink</u> <u>Territory</u>
Primary Line, per month	\$59.13 (I)	\$69.13 (I)	\$69.13 (I)
Additional Lines, per month:	\$49.13 (I)	\$59.13 (I)	\$59.13 (I)
New Service Connection Fee, one-time charge, per line #			
Per Primary Line:	\$49.99	\$49.99	\$49.99
Per Secondary Line:	\$49.99	\$49.99	\$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

¹ 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 Trinsic BUSINESS Simplicity Service.

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Jerry Ou, President
 433 E. Las Colinas Blvd., Suite 400
 Irving, Texas 75039

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

K. 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: All Service Areas
\$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 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: All Service Areas \$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

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

K. Trinsic Spectrum Unlimited Service *

4. Travel Card Service

Trinsic 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.

	<u>All Service Areas</u>
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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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

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

L. 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.

(N)

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

M. 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. 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 services apply.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.7 Trinsic Spectrum Plus Service*

Trinsic Spectrum Plus Service is a local exchange service for small business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local 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.

	<u>AT&T</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>	<u>Sprint</u> <u>Territory</u>
Monthly Rate:	\$35.64 (1)	\$38.14 (1)	\$31.14 (1)
Service Connection Fee, one-time charge per line ¹ Per Line:	\$49.99	\$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 Spectrum Plus local exchange service as noted below. The percentage discount does not apply to FCC line charges.

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

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

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

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 8.2.4.

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

B. Trinsic Spectrum Plus Toll Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Florida Price List No. 2.

C. Trinsic Spectrum Plus Toll Free Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Florida Price List No. 2.

D. Travel Card Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Florida Price List No. 2.

E. Business Network Service

For a full description of the long distance portion of Trinsic Spectrum Plus Service please see the Company's Florida Price List No. 2.

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

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

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

F. Calling Features

Customers subscribing to Trinsic Spectrum Plus Service may also subscribe to Calling Features as listed in Section 8.2.4.

G. Remote Call Forwarding (RCF) Service

For a description of Remote Call Forwarding (RCF) Service please see Calling Features descriptions located in Section 8.2.4.

1. Monthly Recurring Charge

	<u>BellSouth</u> <u>Territory</u>	<u>Verizon</u> <u>Territory</u>	<u>Sprint</u> <u>Territory</u>
Per line:	\$15.00	\$20.00	\$20.00

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

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services

Service is limited to where facilities and equipment exist

A. Trinsic Advanced One Business Services

Trinsic Advanced One Business Services are an enhanced voice and data communications services provided via Trinsic's Voice Over IP ("VoIP") network and carried over Trinsic's high-speed internet access network, also known as broadband internet service. Service is designed for business customers with five (5) or more outbound lines. This VoIP service is separate and distinct from other Trinsic Network Bundled Service Offerings, long distance offers or local exchange service offerings by virtue of the technology utilized to deliver service to the Customer. Service is available on a term contract basis only. Customers who terminate service prior to the end of the contract term are required to pay a termination liability fee based upon the timeframe remaining and the contract term selected. Customers who cancel service orders will be charged cancellation fees based upon whether circuits have been installed or not prior to the cancellation request.

PBX, PBX-like equipment, auto-dialers, dial-up on-line service, broadcast fax transmissions, call center applications and data usage traffic are prohibited on Trinsic Advanced One Business Services. The Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan if it is determined that such usage occurs.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

1. Services

(a) Trinsic Advanced One Unlimited Edition includes the following:

- (1) Unlimited local and domestic toll calling is included in the monthly recurring charge for each line.
- (2) Unlimited Toll Free calling for an additional monthly recurring charge per toll free access line.
- (3) High speed data/internet access and additional services such as email accounts and web hosting are available and is priced based on the data speed chosen as well as additive hosting and email features.*
- (4) The following calling features are included with this service: Call Waiting, Call Forwarding, Speed Calling 8; Three Way Calling; Caller ID, Group Hunting; Voice Mail* and Personal Voice Assistant (PVA) enhanced features*.
- (5) Additional feature packages may be purchased for a Monthly Recurring Charge.
- (6) Travel Card Service

* These are enhanced services not regulated by the Commission.

(N)

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

1. Services, (Cont'd.)

(b) Trinsic Advanced One Trunk Edition includes the following:

- (1) Trinsic Advance One Trunk Edition includes unlimited local calling. Trunks may be specified as Analog or Digital. A toll calling allowance for combined interstate and intrastate minutes per month is included with the service and based on the number of trunks purchased, as follows. Customers will be billed a per minute rate for calls above the allowance. This rate applies to direct dial and toll free termination usage.

Number of Trunks	Toll Allowance - Minutes Per Month
5 to 9 Trunks	7,500
10-15 Trunks	12,500
16 + Trunks	20,000

- (2) Travel Card Service is available but is not included in the Toll Allowance and is billed separately
- (3) Direct Inward Dial (DID) Service is available with Trunk Edition. DID numbers are in specified blocks with a Monthly Recurring Charge associated with each

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

1. Services, (Cont'd.)

(c) Trinsic Advanced One Standard Edition includes the following

- (1) Unlimited local calling is included in the monthly recurring charge for each line or trunk.
- (2) Access to Toll Calling and Toll Free calling at a per minute rate which varies based on the term selected by the Customer.
- (3) High speed data/internet access and additional services such as email accounts and web hosting are available and is priced based on the data speed chosen as well as additive hosting and email features.*
- (4) The following calling features are included with this service: Call Waiting, Call Forwarding, Speed Calling 8; Three Way Calling; Group Hunting; Voice Mail* and Personal Voice Assistant (PVA) enhanced features*. Caller ID with Name is priced separately.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

2. Feature Packages

Supplemental Feature Packages may be purchased for an additional Monthly Recurring Charge.

(a) Trinsic Centrex Package

Includes: Call Hold, Call Park and Retrieve, Call Transfer, Directed Call Pickup (with and without barge-in), Distinctive Alert/Call Waiting Indication, Extension Dialing.

3. A La Carte Additional Features may be purchased separately on a per line basis.

Busy Redial (Unlimited usage)
Call Return (unlimited usage)
Speed Call 30
Group Speed Call 30
Call Trace
Anonymous Call Rejection
Call Block
Do Not Disturb
Remote Activation of Call Forwarding
Call Transfer
Distinctive Ringing
VIP Alert/Call Waiting
Selective Call Acceptance
Selective Call Forwarding
Remote Call Forwarding

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

4. Rates and Charges

(a) Trinsic Advanced One Unlimited Edition

- (1) Monthly Service rate is dependent upon the number of lines prescribed and the length of the term.

<u>Number of lines</u>	<u>1 Year Term MRC Per Line</u>	<u>2 Year Term Discount</u>	<u>3 Year Term Discount</u>
5-9	\$47.00	5%	7%
10+	\$45.00	5%	7%

- (2) Toll Free Service

Monthly Recurring charge, per line: \$3.00
Toll Free Routing - Per routing, per line. \$15.00

Time of Day, Day of Week, Extension and Geographic routing are available.

- (3) Installation Charge: \$500.00

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

4. Rates and Charges, (Cont'd.)

(a) Trinsic Advanced One Unlimited Edition, (Cont'd.)

(4) Feature packages per package per line:

Trinsic Centrex Package \$5.00

(5) A La Carte Features, per feature, per line \$2.00

(6) Remote Call Forwarding \$15.00

(7) Travel Card Service, per minute \$0.049

(8) Cancellation Fees

a. For orders cancelled prior to circuit installation: \$150.00

b. For orders cancelled after circuit installation: \$300.00

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

4. Rates and Charges, (Cont'd.)

(b) Trinsic Advanced One Trunk Edition

(1) Analog Trunk Service: Monthly Service rate is dependent upon the number of lines presubscribed and the length of the term.

Number of Trunks	1 Year Term MRC Per Line	2 Year Term Discount	3 Year Term Discount
5-9	\$47.00	5%	7%
10+	\$45.00	5%	7%

(2) Digital Trunk Service: Monthly Service rate is dependent upon the number of lines presubscribed and the length of the term.

Number of Trunks	1 Year Term MRC Per Line	2 Year Term Discount	3 Year Term Discount
5-9	\$47.00	5%	7%
10+	\$45.00	5%	7%

(3) DID Service is billed based on the number of DID lines, in blocks, purchased.

Number of DIDs	Monthly Recurring Charge
Block of 20	\$5
Block of 100	\$20

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

4. Rates and Charges, (Cont'd.)

(b) Trinsic Advanced One Trunk Edition, (Cont'd.)

- (4) Calls above the toll call allowance are billed a per minute rate based on the term of the service, as follows:

<u>Service Term</u>	<u>Rate Per Minute</u>
1 year term	\$0.040
2 year term	\$0.035
3 year term	\$0.030

- (5) Travel Card Service, per minute \$0.49
- (6) Installation Charge: \$500.00

(N)

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

A. Trinsic Advanced One Business Services, (Cont'd.)

4. Rates and Charges, (Cont'd.)

(c) Trinsic Advanced One Standard Edition

- (1) Monthly Service rate is dependent upon the number of lines or trunks prescribed and the length of the term.

<u>Number of lines/trunks</u>	<u>1 Year Term MRC Per Line</u>	<u>2 Year Term Discount</u>	<u>3 Year Term Discount</u>
5-9	\$35.00	5%	7%
10+	\$32.00	5%	7%

- (2) Toll Service and Toll Free Service rates

<u>Service Term</u>	<u>Rate Per Minute</u>
1 year term	\$0.040
2 year term	\$0.035
3 year term	\$0.030

- (3) Caller ID with Name \$5.00

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Con't.d)

A. Trinsic Advanced One Business Services, (Cont'd.)

5. Regulations

- (a) All service is provided under a term agreement. Customers may choose a 1, 2 or 3 year term. The service period will automatically renew for a new term of the same length as originally chosen unless either the company or the Customer provides notice in writing at least sixty (60) days in advance of the new term period of its intent not to renew the term for this service.
- (b) **Early Termination Penalty:** If the customer terminates service prior to the end of the initial term or subsequent term, the Customer will be responsible for a early termination penalty. The penalty is based on a percentage of the amount of the remaining term as follows.

<u>Month</u> <u>Disconnected</u>	<u>1 Year</u> <u>Term</u>	<u>2 Year</u> <u>Term</u>	<u>3 Year</u> <u>Term</u>
month 1 to 6	75% of MRC x number of months left	60% of MRC x number of months left	50% of MRC x number of months left
Month 7 to 12	50% of MRC x number of months left	40% of MRC x number of months left	30% of MRC x number of months left
Month 13 to 24		25% of MRC x number of months left	25% of MRC x number of months left
Month 25 to 36			20% of MRC x number of months left

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

B. Trinsic Select One Unlimited Edition

Trinsic Select One Unlimited Edition is an enhanced voice and data communications service provided via Trinsic's Voice Over IP ("VoIP") network and carried over DSL circuits. Service is designed for business customers with up to six (6) outbound lines. Service is available on a term contract basis only for a minimum of one (1) year. Terms are available to customers for two (2) and three (3) years. Customers who terminate service prior to the end of the contract term are required to pay a termination liability fee based upon the timeframe remaining and the contract term selected. Customers who cancel service orders will be charged cancellation fees based upon whether circuits have been installed or not prior to the cancellation request. Calling features may be purchased for an additional charge. Travel Card is available to Customers at an additional Charge. The service is available for toll free applications and a monthly charge per toll free line and for toll free routing will apply.

Trinsic Select One Unlimited Edition will be provided subject to the availability and limitations of the wire centers and outside plant facilities and is only available where technical capabilities permit. The actual data transmission rate, and therefore, a circuit's ability to accommodate multiple voice lines, depends on a number of factors, including, but not limited to (1) the distance from the Customer to the serving wire center, (2) the type of copper facility (wire gauge) and (3) the physical plant. Additional, unlike many conventional telecommunications technologies, DSL requires that suitable electrical power be supplied at the Customer's premises for the service to be functional. Trinsic is not responsible for service outage credits or other liabilities of any nature due to electrical power failure at the Customer's location(s).

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

B. Trinsic Select One Unlimited Edition, (Cont'd.)

1. Trinsic Select One Unlimited Edition includes the following:
 - (a) Unlimited local and domestic toll calling
 - (b) Unlimited Toll Free calling for an additional monthly recurring charge per toll free access line.
 - (c) High speed data/internet access and additional services such as email accounts and web hosting are available and is priced based on the data speed chosen as well as additive hosting and email features.*

PBX, PBX-like equipment, auto-dialers, dial-up on-line service, broadcast fax transmissions, call center applications and data usage traffic are prohibited on Trinsic Select One Unlimited Edition. The Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan if it is determined that such usage occurs.

* These are enhanced services not regulated by the Commission.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

B. Trinsic Select One Unlimited Edition, (Cont'd.)

2. Feature Packages

Supplemental Feature Packages may be purchased for an additional Monthly Recurring Charge. Please see Price List Section 8.1.8.A.2 for package descriptions

3. A La Carte Additional Features may be purchased separately on a per line basis.

Please see Price List Section 8.1.8.A.3 for additional features listing.

4. Rates and Charges - Line Service

(a) Monthly Service rate is dependent upon the number of lines presubscribed and the length of the term.

Rate per line, per month: \$50.00

(b) Toll Free Service: See Note 1

(c) Installation Charge \$200.00

(d) Remote Call Forwarding See Note 1

(e) Feature packages per package per line: See Note 1

(f) A La Carte Features, per feature, per line See Note 1

(g) Caller ID with name \$5.00

(h) Travel Card Service, per minute See Note 1

Note 1: Rates for these services and features are found in this Price List, Section 8.1.8.A.4(a)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.8 On-Net Business Services, (Cont'd.)

B. Trinsic Select One Unlimited Edition, (Cont'd.)

5. Cancellation Fees

- (a) For orders cancelled prior to circuit installation: \$150.00
- (b) For orders cancelled after circuit installation: \$300.00

6. Regulations

- (a) All service is provided under a term agreement. Customers may choose a 1, 2 or 3 year term. The service period will automatically renew for a new term of the same length as originally chosen unless either the company or the Customer provides notice in writing at least sixty (60) days in advance of the new term period of its intent not to renew the term for this service.
- (b) Early Termination Penalty: If the customer terminates service prior to the end of the initial term or subsequent term, the Customer will be responsible for a early termination penalty. The penalty is based on a percentage of the amount of the remaining term. Please see Price List Section 8.1.8.A.5 for details.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.9 On-Net Residential Services

On-Net Residential Services provide a bundle of regulated and enhanced services over Trinsic's network. Service is limited to where facilities and equipment exist

A. Trinsic Residential Suite Services

This service is only available to Customers in the 813 Area Code.

Trinsic Residential Suite Services provide enhanced voice and data communications service provided via Trinsic's switch-based network. Trinsic Residential Suite Services include member to member calling, which allows Trinsic residential customers to call other Trinsic residential Customers outside of local calling areas at no additional charge. Travel Card Service is available with these services for access away from home. In addition to the services listed below, Trinsic provides an enhanced features service pack (Trinsic Center) free on each account which includes speech enabled dialing, address books, voice mail, find me, notify me, etc. Additional enhanced features service packs are available for a flat rate per month.

Customers who purchase Trinsic voice only services (Complete and Select) will have the option of electronic billing and will receive a \$1.00 monthly discount on each bill. Customers who purchase a Trinsic voice service with a DSL service (Bundled Service) will only receive electronic billing.

The suite of services allows residential Customers to select the service best suited to their individual needs. Customers may subscribe to up to two (2) telephone lines per single service address. Lines can be mixed in any manner between Trinsic Complete and Trinsic Select.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.9 On-Net Residential Services, (Cont'd.)

A. Trinsic Residential Suite Services, (Cont'd.)

1. Basic Services

- (a) **Trinsic Complete:** A voice only service which provides unlimited local calling and toll calling, standard calling feature pack and Trinsic Center for a flat monthly rate.
- (b) **Trinsic Select:** A voice only service which provides unlimited local calling, toll calling at a per minute rate, standard calling feature pack for an additional \$3.00 per month and Trinsic Center at \$3.00 per month
- (c) **Standard Calling Feature Pack:** The following calling features are included with each Trinsic Voice Only Service: Caller ID, Call Waiting, Call Forwarding Variable, Speed Calling 8.
- (d) **A La Carte Calling Features:** Additional Calling Features are available for a monthly recurring charge per features: Call Blocking, Call Trace, Caller ID Deluxe, Distinctive Ring, Repeat Dial and Call Return.
- (e) **Toll Calling Packs:** Calling Packs are available for a monthly charge to Customers who want to pre-purchase toll calling based on number of minutes. Calling Packs are available in 200, 500 and 1000 minute quantities.
- (f) **Trinsic Center¹:** A package of enhanced features such as Voice Dialing, Voice mail, Personal Address Book, Find Me, Notify Me, TeleMail and Conference Calling. Trinsic Center is available at no charge on the initial Trinsic complete line and then a monthly recurring charge for each additional line. Trinsic Center is billed a monthly recurring charge for each Trinsic Select line.

¹ Trinsic Center consists of enhanced services not regulated by the Commission.

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.9 On-Net Residential Services, (Cont'd.)

A. Trinsic Residential Suite Services, (Cont'd.)

1. Basic Services, (Cont'd.)

Monthly Recurring Rates and Charges

Trinsic Complete	\$54.62 (I)
Standard Calling Feature Pack:	Included
Toll Calling Packs	Unlimited toll calling included
Trinsic Center	
1 st Line:	Included
Each additional line:	\$3.00
Trinsic Select	\$24.62 (I)
Standard Calling Feature Pack:	\$3.00
Toll Calling Packs	
200 Minutes	\$8.00
500 Minutes	\$15.00
1000 Minutes	\$25.00
Toll Calling for non-Toll Calling Pack Customers or for calls above the selected Calling Pack	\$0.069 per minute
Trinsic Center	\$3.00

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.9 On-Net Residential Services, (Cont'd.)

A. Trinsic Residential Suite Services, (Cont'd.)

1. Basic Services, (Cont'd.)

Monthly Recurring Rates and Charges

A La Carte Calling Features

Call Blocking	\$3.00
Call Trace	\$3.00
Caller ID Deluxe	\$3.00
Distinctive Ring	\$3.00
VIP Alert	\$3.00
Repeat Dial (*66)	\$0.75 per use, \$6.00 maximum per month
Call Return (*69)	\$0.75 per use, \$6.00 maximum per month

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.9 On-Net Residential Services, (Cont'd.)

A. Trinsic Residential Suite Services, (Cont'd.)

2. Trinsic Bundled Services (Voice Services plus DSL)

Customers may opt for a combination of Trinsic Select or Trinsic Complete voice services bundled with a DSL offering.

Customers who wish to terminate DSL service within sixty (60) days from account activation will be charged an Early Disconnection Fee of \$99.99. If the DSL modem is not returned, an additional fee of \$99.99 will apply.

Customers who agrees to a 12 month term for DSL will receive a DSL Modem at no additional charge.

	Trinsic Complete Bundles	Monthly Recurring Charge
(a)	Trinsic Complete with Trinsic Essential DSL:	\$64.62 (I)
(b)	Trinsic Complete with Trinsic Express DSL:	\$74.62 (I)
(c)	Trinsic Complete with Trinsic Express Plus DSL:	\$84.62 (I)
(d)	Trinsic Complete with Trinsic Extreme DSL:	\$94.62 (I)
	Trinsic Select Bundles	Monthly Recurring Charge
(a)	Trinsic Select with Trinsic Express DSL:	\$54.62 (I)
(b)	Trinsic Select with Trinsic Express Plus DSL:	\$64.62 (I)
(c)	Trinsic Select with Trinsic Extreme DSL:	\$74.62 (I)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.10 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 presubscribe to the long distance provider of their choice.

A. Rates and Charges

1. AT&T Territory

Per line, per month	\$54.12* (I)
Primary Service Connection Charge, per line	\$69.99
Secondary Service Connection Charge, per line	\$55.00

2. Verizon Territory

Service not available

3. CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.11 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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.11 Trinsic Complete Residential, (Cont'd.)

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

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete Plus, per month	\$38.12* (I)
Trinsic Complete Plus with International Option, per month	\$41.12* (I)
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 Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.11 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 Mail¹;
- (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.

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.11 Trinsic Complete Residential, (Cont'd.)

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

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete Nation, per bundle, per month	\$70.62* (I)
Trinsic Complete Nation with International Option, per bundle, per month	\$72.62* (I)
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 the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

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

¹ Voice mail is not regulated by the Commission.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.11 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 Mail¹;
- (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.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.11 Trinsic Complete Residential, (Cont'd.)

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

2. Rates and Charges

(a) BellSouth Territory

Trinsic Complete Nation II, per bundle, per month	\$68.12* (I)
Trinsic Complete Nation II with International Option, per bundle, per month	\$70.12* (I)
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 the Company's Florida Price List No. 1 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

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

¹ Voice Mail is not regulated by the Commission.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.11 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.11 Trinsic Complete Residential, (Cont'd.)

D. Trinsic Complete 250, (Cont'd.) **

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete 250, per bundle, per month \$63.12* (I)
Trinsic Complete 250 with International Option, \$66.12* (I)
per bundle, per month

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 the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.11 Trinsic Complete Residential, (Cont'd.)

D. 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.11 Trinsic Complete Residential, (Cont'd.)

D. Trinsic Complete 50, (Cont'd.)**

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete 50, per bundle, per month	\$53.12* (I)
Trinsic Complete 50 with International Option, per bundle, per month	\$56.12* (I)
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 the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.12 Trinsic Local Only For Business

Trinsic Local Only for Business includes business Local Exchange Service with unlimited local calling. Long Distance calling is not included in this offering. The Customer may presubscribed to the long distance provider of their choice.

B. Rates and Charges

1. AT&T Territory

Per line, per month

Rate Group 1 \$75.59 (I)

Rate Group 2

	<u>12 Month</u>	<u>24 Month</u>	<u>36 Month</u>
Local Access Line	\$36.74 (I)	\$34.79 (I)	\$33.84 (I)
Local Access Multiline Hunt	\$41.74 (I)	\$39.79 (I)	\$38.84 (I)

2. Verizon and Sprint Territory

Service not available

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 433 E. Las Colinas Blvd., Suite 400
 Irving, Texas 75039

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.13 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 8.2 of this Price List. Additional features as described in Section 8 of this Price List 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.13 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.13 Trinsic Complete for Business, (Cont'd.)

A. Trinsic Complete Local for Business

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete Local for Business, per bundle, per month

Rate Group 1	\$48.09* (I)
Rate Group 2	N/A

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

Rate Group 1	\$54.04* (I)
Rate Group 2	N/A

Direct dialed outbound intraLATA toll, intrastate and interstate calls are charged as specified in the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.13 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

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.13 Trinsic Complete for Business, (Cont'd.)

B. Trinsic Complete Nation for Business

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete Nation for Business, per bundle, per month

Rate Group 1 \$70.09* (I)

Rate Group 2 N/A

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

Rate Group 1 \$76.04* (I)

Rate Group 2 N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com.

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

(N)

8.1.13 Trinsic Complete for Business, (Cont'd.)

C. Trinsic Complete Premium for Business

1. Description

Trinsic Complete Premium for Business includes the following:

- (a) Local Exchange Service with unlimited local calling;
- (b) Custom Calling Features: Call Forwarding-Variable, Line Hunting, Caller ID with Name and Number, Call Waiting, Three-Way Calling; and Speed Dial 8;
- (c) Unlimited IntraLATA toll, intrastate and interstate long distance calling.
- (d) Voice Mail¹.
- (e) Discounted international calling with International Option.

¹ Voice Mail is not regulated by the Commission.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.1 Basic Service Description and Rates, (Cont'd.)

8.1.13 Trinsic Complete for Business, (Cont'd.)

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

2. Rates and Charges

(a) AT&T Territory

Trinsic Complete Premium for Business, per bundle, per month
Rate Group 1 \$86.59* (I)
Rate Group 2 N/A

Trinsic Complete Premium for Business International Option,
per bundle, per month
Rate Group 1 \$92.04* (I)
Rate Group 2 N/A

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls as specified in the Company's Florida Price List No. 2 and the Company's Interstate & International Product & Services Guide located at www.matrixbt.com

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

(b) Verizon and CenturyLink Territory

Service not available

* 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services

(N)

8.2.1 Service Order and Change Charges

Nonrecurring 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.

A. Service Order Charges

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

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

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

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

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

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

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

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

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

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

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

Set-Up Fee - 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.

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.

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

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

B. Change Order Charges, (Cont'd.)

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.

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.

(N)

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

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

E. Residential Rates

<u>Service Order Charges</u>	<u>BellSouth</u>	<u>Verizon</u>	<u>Sprint</u>
Primary Service Connection Charge	*	*	*
Secondary Service Connection Charge	*	*	*
Transfer of Service Charge, Primary Line	\$69.99	\$69.99	\$125.00
Transfer of Service Charge, Secondary Line	\$55.00	\$55.00	\$55.00
Technician Dispatch Charge	\$69.99	\$69.99	\$69.99
Service Order Charge	N/A	N/A	N/A
Toll Free Directory Listing	N/A	N/A	N/A
Missed Appointment Charge	N/A	N/A	N/A
Set Up Fee	N/A	\$4.95	N/A
<u>Change Order Service Charges</u>			
Feature or Feature Pack Change Order	\$9.99	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99	\$9.99
Change Charge	\$9.99	\$9.99	\$9.99
Record Change	No charge	No charge	No charge
<u>Miscellaneous Charges</u>			
Duplicate Invoice	\$5.00	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00	\$5.00

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

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

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

F. Business Rates

<u>Service Order Charges</u>	<u>BellSouth</u>	<u>Verizon</u>	<u>Sprint</u>
Primary Service Connection Charge	*	*	*
Secondary Service Connection Charge	*	*	*
Transfer of Service Charge, Primary Line	\$49.99	\$49.99	\$49.99
Transfer of Service Charge, Secondary Line	\$49.99	\$49.99	\$49.99
Technician Dispatch Charge	\$200.00	\$200.00	\$200.00
Service Order Charge	\$9.99	\$9.99	\$9.99
Toll Free Directory Listing	\$10.00	\$10.00	\$10.00
Missed Appointment Charge	\$100.00	\$100.00	\$100.00
<u>Change Order Service Charges</u>			
Feature or Feature Pack Change Order	\$9.99	\$9.99	\$9.99
Toll Restriction Fee Order	\$9.99	\$9.99	\$9.99
Telephone Number Change Order	\$9.99	\$9.99	\$9.99
Long Distance Minutes Pack Change Order	\$9.99	\$9.99	\$9.99
Listing Change Charge	\$9.99	\$9.99	\$9.99
Change Charge	N/A	N/A	N/A
Record Change	No charge	No charge	No charge
<u>Miscellaneous Charges</u>			
Duplicate Invoice	\$5.00	\$5.00	\$5.00
Call Detail Report	\$5.00	\$5.00	\$5.00

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

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 7171 Forest Lane, Suite 700
 Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

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

G. On-Net Services – Trinsic Residential Suite

Service Order Charges

Primary Line Connection Charge	\$69.99
Secondary Line Connection Charge	\$55.00
Migration of Service, Primary Line	\$0.00
Migration of Service, Secondary Line	\$0.00
Transfer of Service Charge, Primary Line	\$69.99
Transfer of Service Charge, Secondary Line	\$55.00
Technician Dispatch Charge	\$69.99
Trouble Isolation Charge	\$69.99
Service Order Charge	\$9.99
Missed Appointment Charge	\$69.99

Change Order Service Charges

Feature or Feature Pack Change Order	\$9.99
Toll Restriction Fee Order	\$9.99
Telephone Number Change Order	\$9.99
Long Distance Minutes Pack Change Order	\$4.99

Record Change No charge

Miscellaneous Charges

Duplicate Invoice	\$4.99
Call Detail Report	\$4.99

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.2 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

<u>Trinsic Services except On Net Services</u>	<u>Residence</u>	<u>Business</u>
BellSouth Service Area, per occasion:	\$35.00	\$49.99
Verizon Service Area, per occasion:	\$35.00	\$49.99
Sprint Service Area, per occasion:	\$35.00	\$49.99

<u>On-Net Trinsic Business Service</u>	<u>Residence</u>	<u>Business</u>
BellSouth Service Area, per occasion:	N/A	\$200.00
Verizon Service Area, per occasion:	N/A	\$200.00
Sprint Service Area, per occasion:	N/A	\$200.00

<u>On-Net Trinsic Residential Suite</u>	<u>Residence</u>	<u>Business</u>
Per Occasion:	\$35.00	N/A

(N)

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Vice President and General Counsel
7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.3 Temporary Suspension/Restoration of Service

Upon the request of the customer, service may be temporarily suspended. Suspension of service may begin or terminate on any day of the month provided notice is given sufficiently in advance for arrangements to be made. Service will be disconnected to the extent necessary to assure that no inward or outward service will be available during the period of suspension. Customers requesting temporary suspension of their service will incur this charge at the time of the suspension. There will be no charge upon the subsequent restoral of service. In addition a, Premises Work Charges will also apply when a premises visit is required in connection with the suspension of service or equipment.

	<u>Residence</u>	<u>Business</u>
BellSouth Service Area:		
Temporary Suspension Charge	\$10.00	\$29.75
Verizon Service Area:		
Temporary Suspension Charge	\$18.00	\$18.00
Sprint Service Area:		
Temporary Suspension Charge	\$18.00	\$18.00

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.4 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 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.

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.4 Calling Features, (Cont'd.)

A. Feature Descriptions, (Cont'd.)

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

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

Per Line Blocking: When blocking is established on the line, it can be deactivated by dialing a code before each call. This one call unblock allows the name and/or number to be sent for that one call only. Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. After the first time, customers requesting per line blocking will 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.

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.

(N)

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.4 Calling Features, (Cont'd.)

A. Feature Descriptions, (Cont'd.)

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 - 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: 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. It will also permit 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.

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.

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.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.4 Calling Features, (Cont'd.)

A. Feature Descriptions, (Cont'd.)

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.

Caller ID with Name: allows a Customer to see a caller's name and number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE. In areas where Caller ID with Name is not available, Caller ID, which only displays the incoming telephone number, will be substituted.

(N)

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.4 Calling Features, (Cont'd.)

A. Feature Descriptions, (Cont'd.)

Call Waiting with Caller ID with Name: Call Waiting with Caller ID with Name provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in and allows a Customer to see a caller's name and number previewed on a display screen allowing a Customer to prioritize and or screen incoming calls. This feature permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call. In areas where Caller ID with Name is not available, Caller ID, which only displays the callers telephone number, will be substituted.

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.

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.

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.

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Vice President and General Counsel
7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.4 Calling Features, (Cont'd.)

B. Monthly Feature Rates

Calling Features are included with some Trinsic services. In addition, Feature packs combining several features may also be available with specific Trinsic services. Rates for Calling Features, which may be purchased separately for a monthly recurring charge, are listed below.

C. Per Call Feature Rates

The following features are available to all local exchange Business and Residence Network Exchange Bundled Service, Trinsic Link Service and Trinsic Business Plus Service Customers as well as Customers of Trinsic Grandfathered Services, where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

D. Nonrecurring Charges

<u>Features</u>	<u>Per Use Charges</u>		<u>Monthly Maximums</u>
	<u>Residential</u>	<u>Business</u>	
Three Way Calling, per use	\$0.75	\$0.75	\$6.00
Call Return, (*69) per use	\$0.75	\$0.90	\$6.00
Repeat Dialing, (*66) per use	\$0.75	\$0.90	\$6.00
Call Trace, per successful trace	\$3.50	\$3.50	N/A
Caller Identification Blocking, per call	\$0.00	\$0.00	N/A
Caller Identification Blocking, per line	\$0.00	\$0.00	N/A
	<u>Per Month</u>		<u>Monthly Maximums</u>
	<u>Residential</u>	<u>Business</u>	
Call Blocking	\$3.00	\$3.00	N/A
VIP Alert	\$3.00	\$3.00	N/A
Distinctive Ring	\$3.00	\$3.00	N/A

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.4 Calling Features, (Cont'd.)

E. On-Net Trinsic Business Service Per Use Features

	<u>Per Call *</u>
Call Trace (*57)	\$0.99
Last Call Return (*69)	\$0.99
Repeat Dialing (*66)	\$0.99
Call Display Block (*67)	\$0.99

* \$6.00 monthly maximum

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.5 Toll Restriction Service

Toll Restriction enables Customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. Customers may block originating 1+, 101XXXX 1+, 10XXX 1+, 976 and 900 service calls. Additionally, specific screening information from the originating line is sent to the operator to prevent operator assisted calls from being billed to the Customer's line. Service is furnished only where facilities permit.

Subscribing to this service does not relieve Customers of responsibility for calls charged to their numbers.

The codes shown for this service are not to be considered all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company.

A. Rates

1. BellSouth Service Area

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$10.00	\$19.00
Monthly, per line	\$1.50	\$1.50

2. Verizon Service Area

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$10.00	\$10.00
Monthly, per line	\$2.50	\$3.75

3. Sprint Service Area

	<u>Residence</u>	<u>Business</u>
Nonrecurring charge, per line	\$9.99	\$9.99
Monthly, per line	\$2.50	\$2.50

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.6 Local Operator Service

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

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

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

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

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

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

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 8.1.6).

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.6 Local Operator Service, (Cont'd.)

B. Per Call Service Charge

In addition to applicable usage charges, a service charge applies to each call completed with operator assistance. When more than one service charge would apply, only the greater charge is applied.

1. These rates apply to Customers presubscribed to all Trinsic services except On-Net Services

(a)	BellSouth Service Area	
	Station-to-Station	
	Dial Calling Card	\$0.80
	Operator Assisted	\$1.75
	Person-to-Person	\$3.25
	Operator Dialed Surcharge	\$0.60
(b)	Verizon Service Area	
	Customer Dialed Calling Card	\$0.95
	Person-to-Person	\$3.25
	All other operator assisted calls	\$1.60
(c)	Sprint Service Area	
	Customer Dialed Calling Card	\$1.00
	Person-to-Person	\$3.00
	All other operator assisted calls	\$1.50

2. These rates apply to Customers presubscribed to On-Net Trinsic Business Service.

(a)	BellSouth Service Area	
	Third Party Billed	\$3.00
	Collect	\$3.00
(b)	Verizon Service Area	
	Third Party Billed	\$3.00
	Collect	\$3.00
(c)	Sprint Service Area	
	Third Party Billed	\$3.00
	Collect	\$3.00

(N)

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.6 Local Operator Service, (Cont'd.)

B. Per Call Service Charge, (Cont'd.)

3. These rates apply to Customers presubscribed to On-Net Trinsic Residential Suite.

Customer Dialed Calling Card	\$4.99
Station to Station	\$5.00
Third Party Billed	\$5.99
Collect	\$4.99
Collect Call Operator Assist	\$5.99
Live Operator Handled	\$7.50
Person to Person	\$12.50

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.6 Local Operator Service

C. Busy Line Verification and Emergency Interrupt Service

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

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

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

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

(N)

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.6 Local Operator Service

C. Busy Line Verification and Emergency Interrupt Service, (Cont'd.)

1. The rates below apply to Customers presubscribed to all Trinsic Services except On-Net Services.

	<u>Per call</u>
Busy Line Verification, each occasion	\$2.25
Emergency Interruption, each occasion and in addition to the Verification charge	\$3.00

2. The rates below apply to Customers presubscribed to On-Net Trinsic Business Service.

	<u>Per call</u>
Busy Line Verification, each occasion	\$2.25
Emergency Interruption, each occasion and in addition to the Verification charge	\$3.00

3. The rates below apply to Customers presubscribed to On-Net Trinsic Residential Suite Services

	<u>Per call</u>
Busy Line Verification, each occasion	\$2.25
Busy Line Interrupt each occasion and in addition to the Verification charge:	\$3.00

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.7 Directory Assistance

A. Basic Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

There are no call allowances for Directory Assistance. No credit will be given for requested telephone numbers that are not found in the directory. Customers may reach Directory Assistance by dialing direct or by having the call billed to a calling card or third number.

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.

(N)

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Scott Klopak
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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.7 Directory Assistance, (Cont'd.)

B. Directory Assistance Call Completion

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

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 Section 8.2.6, apply as appropriate.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 8.2.7.A of this price list.

For local and intraLATA calls, charges for DACC service are not applicable to calls placed by handicapped Customers exempt from Directory Assistance charges, as specified in Section 8.2.7.A of this price list.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.7 Directory Assistance, (Cont'd.)

C. National Directory Assistance Service

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

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

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in Section 8.2.6, apply as appropriate.

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 Customers 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.

(N)

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.7 Directory Assistance, (Cont'd.)

E. Rates

1. The rates below apply to Customers presubscribed to all Trinsic Services except On-Net Services

(a) Basic Directory Assistance

<u>Residential</u> <u>Local Directory Assistance</u>	<u>BellSouth</u> <u>Per query</u>	<u>Verizon</u> <u>Per query</u>	<u>Sprint</u> <u>Per query</u>
Direct dialed	\$0.99	\$0.99	\$0.99
Via operator	\$0.95	\$0.70	\$1.50

<u>Business</u> <u>Local Directory Assistance</u>	<u>BellSouth</u> <u>Per query</u>	<u>Verizon</u> <u>Per query</u>	<u>Sprint</u> <u>Per query</u>
Direct dialed	\$0.35	\$0.50	\$0.55
Via operator	\$0.95	\$0.70	\$1.50

(b) Directory Assistance Call Completion

Per completed call	\$0.30	\$0.30	\$0.30
--------------------	--------	--------	--------

(c) National Directory Assistance

<u>Residential</u> Direct dialed	\$1.25	\$1.25	\$1.25
<u>Business</u> Direct dialed	\$1.25	\$1.25	\$1.25

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.7 Directory Assistance, (Cont'd.)

E. Rates, (Cont'd.)

4. PVA Directory Assistance \$0.21 \$0.47 \$0.34

(a) The rates below apply to Customers presubscribed to On-Net Trinsic Business Service.

	<u>Per call rate for All Service Areas</u>
Local, intraLATA and National Directory Assistance:	\$0.99
Directory Assistance Call Completion, per call charge:	\$0.30
PVA - Directory Assistance:	\$0.50

(b) The rates below apply to Customers presubscribed to On-Net Trinsic Residential Suite.

	<u>Per Call Rate</u>
Local Directory Assistance:	\$0.99
National Directory Assistance:	\$1.25
Directory Assistance Call Completion:	\$0.30
PVA Directory Assistance:	\$0.99
PVA Call Completion:	\$0.30

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.8 Listing Services

For each Customer of Company-provided Exchange Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings for an additional charge.

A. Non-Published Service

This optional service provides for suppression of printed and recorded directory listings. A Customer's name and number do not appear in printed directories or Directory Assistance Bureau records.

B. Non-Listed Service

This optional service provides for suppression of printed directory listings only. Parties may still obtain the Customer's number by calling the Directory Assistance Bureau.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.8 Listing Services, (Cont'd.)

C. Additional Listing

Additional listings are confined to the names of those who are entitled to use the customer's service.

D. 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.

E. 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.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.8 Listing Services

H. Rates and Charges

1. BellSouth Service Area

<u>Monthly</u>	
<u>Additional Listings,</u>	
Business	\$2.00
Residence	\$2.10
<u>Non-Listed,</u>	
Business	\$2.00
Residence	\$2.00
<u>Non-Published,</u>	
Business	\$3.00 (I)
Residence	\$3.55 (I)
<u>Toll-Free Directory Listings,</u>	
Business	\$15.00
Residence	N/A
<u>Straight Line Under Listings</u>	
Business, each	\$2.00
Residence, each	N/A
<u>Captions and Subcaptions Listings</u>	
Business, each	\$2.00
Residence, each	N/A

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 8.2.1 of this Price List.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.8 Listing Services

H. Rates and Charges, (Cont'd.)

2. Verizon Service Area

<u>Monthly</u>	
<u>Additional Listings,</u>	
Business	\$2.00
Residence	\$4.00
<u>Non-Listed,</u>	
Business	\$2.00
Residence	\$2.00
<u>Non-Published,</u>	
Business	\$3.00 (I)
Residence	\$5.55 (I)
<u>Toll-Free Directory Listings,</u>	
Business	\$15.00
Residence	N/A
<u>Straight Line Under Listings</u>	
Business, each	\$2.00
Residence, each	N/A
<u>Captions and Subcaptions Listings</u>	
Business, each	\$2.00
Residence, each	N/A

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 8.2.1 of this Price List.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.8 Listing Services

H. Rates and Charges, (Cont'd.)

3. CenturyLink Service Area

(T)

<u>Monthly</u>	
<u>Additional Listings,</u>	
Business	\$2.00
Residence	\$2.00
<u>Non-Listed,</u>	
Business	\$2.00
Residence	\$2.55
<u>Non-Published,</u>	
Business	\$3.00 (I)
Residence	\$4.00 (I)
<u>Toll-Free Directory Listings,</u>	
Business	\$15.00
Residence	N/A
<u>Straight Line Under Listings</u>	
Business, each	\$2.00
Residence, each	N/A
<u>Captions and Subcaptions Listings</u>	
Business, each	\$2.00
Residence, each	N/A

For nonrecurring charges associated with a customer-initiated change in a directory listing, see Section 8.2.1 of this Price List.

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.9 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 Price List 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

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.10 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.

(N)

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7171 Forest Lane, Suite 700
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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

8.2.10 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 8.2.10.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 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 8.2.10.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.

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7171 Forest Lane, Suite 700
Dallas, Texas 75230

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.10 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

(N)

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.2 Miscellaneous Services, (Cont'd.)

(N)

8.2.11 Telecommunications Relay Service

For intrastate toll calls received from the relay service, call charges shall be discounted by 50% from the otherwise applicable usage rate for a voice non-relay call, except that where the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit call surcharge.

8.2.12 Discounts for Hearing Impaired Customers

Intrastate toll message rates for a telecommunications device for the deaf (TDD) user, which is communicated using a TDD by property certified business establishments or individuals equipped with TDDs for communications with hearing or speech impaired persons, shall be evening rates for daytime calls and night rates for evening and night calls.

8.2.13 Emergency Call Exemptions

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. Trinsic will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

8.2.14 Emergency Services (911)

The Company will make access to 911 emergency service available at a level equivalent to the service provided by the incumbent local exchange company. 911 services shall be maintained for the duration of any temporary disconnection for non-payment of a residential Customer's local service.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions

(N)

8.3.1 \$20.00 Credit Promotion

To incent potential customers to purchase any residential service, Trinsic will offer a one-time \$20 credit to Customers who presubscribe to any residential service. The \$20 credit will be applied to the residential monthly recurring charge. No other call types, fees, surcharges or taxes or charges that appear on the same bill are eligible for the credit. This promotion will be offered across multiple sales channels, including but not limited to a coupon on the company's web site, through telemarketing, direct mail and joint marketing sales channels. The \$20 credit offer is available to new customers only and may not be combined with any other promotional offering except the Credit Card Billing Promotion. This promotion will be effective March 27, 2001.

8.3.2 Winback Promotion

In order to win back previous Trinsic residential Customers who have discontinued service, the Company will offer a credit on the Customer's bill if the Customer subscribes again to any Trinsic residential service. The credit will consist of paying any past balance due Trinsic from previous service up to \$25 or \$25 in the case of Customers without a past due balance. This promotion will be effective March 27, 2001.

8.3.3 Trinsic Spectrum Plus Promotion *

Beginning April 23, 2004 and continuing through June 23, 2004, any business Customer who commits via contract to 2500 local exchange lines presubscribed to Trinsic's Spectrum Plus Service and who simultaneously commits to utilize the company's Conference Calling Service as presented in the Company's Interstate and International Product and Services Guide will receive an 18% discount on the monthly recurring charge for each presubscribed Spectrum Plus Service line. The commitment for this service will be in writing. A contract term is not required. The per minute rates associated with this service will be billed at the Price List rate.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.4 Trinsic Spectrum Unlimited - Free Months Promotion **

Beginning with the effective date of this filing, (April 23, 2004) and continuing through June 30, 2004, new Trinsic Customers who subscribe to Trinsic Spectrum Unlimited Service may subscribe for a term commitment of 1 year or 2 years. Term Customers will receive a credit on their bill equal to the monthly recurring charge of the primary and additional lines presubscribed to this service based on the schedule as follows:

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

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

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

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

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

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.5 Trinsic Business Service - Select Promotion

Trinsic Business Service - Select Promotion provides Trinsic Business Service, including unlimited local calling and data capabilities and all features included with Trinsic Business Services with the exception of Caller ID Name Identification, for Customers who would prefer to pay for toll and toll free calling on a per minute basis. Service is available on a term contract basis only to Customers with five (5) or more lines. Customers who terminate service prior to the end of the contract term are required to pay a termination liability fee based upon the timeframe remaining and the contract term selected.

PBX, PBX-like equipment, auto-dialers, dial-up on-line service, broadcast fax transmissions, call center applications and data usage traffic are prohibited on Trinsic Business Service - Select Promotion. The Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan if it is determined that such usage occurs.

This promotion is effective beginning with the effective date of this Price List and continues until January 19, 2005.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.5 Trinsic Business Service - Select Promotion, (Cont'd.)

A. Line Service includes the following:

1. Unlimited local calling is included in the monthly recurring charge for each line.
2. Toll Calling and Toll Free calling is included in this promotional offering at a per minute rate which varies based on the term selected by the Customer.
3. High speed data/internet access and additional services such as email accounts and web hosting are available and is priced based on the data speed chosen as well as additive hosting and email features.*
4. All calling features available with Trinsic Business Service are included in this promotional offering. Caller ID with Name is priced separately.
5. All other features, functions, rates, and terms and conditions of service of Trinsic Business Service are included under this promotion.

PBX, PBX-like equipment, auto-dialers, dial-up on-line service, broadcast fax transmissions, call center applications and data usage traffic are prohibited on Trinsic Business Service - Select Promotion. The Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan if it is determined that such usage occurs.

* These are enhanced services not regulated by the Commission.

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.5 Trinsic Business Service - Select Promotion, (Cont'd.)

B. Rates and Charges - Line Service

1. Monthly Service rate is dependent upon the number of lines presubscribed and the length of the term.

<u>Number of lines</u>	<u>1 Year Term MRC Per Line</u>	<u>2 Year Term Discount</u>	<u>3 Year Term Discount</u>
5-9	\$35.00	5%	7%
10+	\$32.00	5%	7%

2. Toll Service and Toll Free Service rates

<u>Service Term</u>	<u>Rate Per Minute</u>
1 year term	\$0.040
2 year term	\$0.035
3 year term	\$0.030

3. Caller ID with Name

\$5.00

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.6 Trinsic 1st and 6th Month Free Promotion

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

This promotion is available from October 29, 2004 until October 30, 2005.

8.3.7 Trinsic Complete \$20 Off Promotion

New Customers who subscribe to Trinsic Complete will receive a \$20 discount allowing for an introductory price of \$29.99 for service on the first primary line for the first three (3) months of service. Service will revert to the Price List rate after the initial three months. This promotion expires on February 28, 2005.

8.3.8 Trinsic Complete with Essential Promotion

New Customers who subscribe to Trinsic Complete with Essential DSL will receive a \$20 discount allowing for an introductory rate of \$39.99 on the first primary line for the first three (3) months of service. Service will revert to the Price List rate after the initial three months. This promotion expires on February 28, 2005. The DSL modem will also be provided at no charge should the Customer opt for a one (1) year term agreement.

8.3.9 Trinsic Complete with Express DSL Promotion

New Customers who subscribe to Trinsic Complete with Express DSL will receive a \$30 discount allowing for an introductory rate of \$39.99 on the first primary line for the first three (3) months of service. This promotion expires on February 28, 2005. The DSL modem will also be provided at no charge should the Customer opt for a one (1) year term agreement.

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

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.3 Promotions, (Cont'd.)

(N)

8.3.10 Trinsic Spectrum Plus Voucher Promotion

To incent potential customers to purchase Trinsic Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribe to the Trinsic Spectrum Plus service offering. The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them with their monthly payment.

(A) Promotional Limitations:

- (1) Customers must sign a minimum of a one year term plan for this service.
- (2) Vouchers will expire 90 days from the issuance date included on the voucher.
- (3) Customer may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 period the Company will reverse the per line credit(s) on the next applicable invoice.
- (4) This promotion may be combined with certain other promotions currently being offered by the Company.

This promotion begins with the effective date of this page and ends June 27, 2008.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements

8.4.1 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 Price List. 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.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

(N)

8.4.2 Contracts

A. Contract No. C-1

1. Summary

Signed July 25, 2003

(a) Term of Contract/Renewal Options

3 year term commitment

(b) Description of Service(s)

Trinsic Business Plus Service. Services in the contract include: local exchange access lines, custom calling features, voicemail, directory listings, inbound toll free service, directory listings, access to directory assistance, operator assisted calling.

(c) Contract Price/Volume Levels

This contract is for multi-state location large business customer committing to a minimum of 1,100 local exchange access lines nationwide.

(d) Description of Pricing and Volume Discounts

See Section 8.4.2.A.2 of this Price List for pricing.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

(N)

8.4.2 Contracts, (Cont'd.)

A. Contract No. C-1, (Cont'd.)

1. Summary, (Cont'd.)

(e) General Description of other regulations affecting contract rate

Pricing is dependent upon providing services to a minimum of 1,100 lines associated with the Customer's account. Customer must provide at least ninety (90) calendar days written notice to the Company as to the intent to either terminate service or request to renegotiate the current contract for another term, including month-to-month service term. After completion of the initial contract term and continuation of service on a month-to-month basis, either Customer or Company may terminate month-to-month service upon ninety (90) days written notice. Trinsic shall have the right to implement price and fee increases up to 10% during any twelve (12) month period upon 120 calendar days written notice for service provided to Customer on a month-to-month basis or during the third year of a 3 year contract.

(f) General Terms and Conditions

Terms regarding payment arrangements, limited warranties, limitation of liability and other standard contractual provisions are included in the contract.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

8.4.2 Contracts, (Cont'd.)

A. Contract No. C-1, (Cont'd.)

1. Summary, (Cont'd.)

(g) Early Termination

In the event the Customer cancels or terminates service under this Contract prior to the end of the initial term of service for any reason other than Trinsic receives a going concern qualification from its auditors, Trinsic announces an intention to cease ongoing business operations, Trinsic requires the customer to move service to a network architecture other than the unbundled network element platform (UNE-P), or Trinsic terminates the agreement for breach by the Customer prior to the end of the initial term or any subsequent renewal term, Customer agrees to pay Trinsic a termination charge as follows (a) All disconnect, early cancellation or termination charges reasonably incurred by Trinsic, plus (b) 50% of the average of the past three (3) months of billings multiplied by the remaining months on the contract. All termination charges shall be due and payable within thirty (30) days of the effective date of termination.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

(N)

8.4.2 Contracts, (Cont'd.)

A. Contract No. C-1, (Cont'd.)

2. Rates

<u>Service Areas:</u>	<u>All</u>
Dial Tone	\$25.49
Local Overage	\$0.00
Local Directory Assistance	\$0.25
National Directory Assistance	\$0.95
Directory Listings	\$2.00
Call Trace	\$3.50
Operator Service Per Call Charges	\$3.25
Person to Person	\$1.75
Station to Station	\$0.80
Calling Card – Operator Assisted	\$0.80
Calling Card – Machine Handled	\$1.75
Live Operator Handled	\$1.75
Third Party Billed/Collect	\$1.75
Operator Assisted Calls	
Toll Blocking	\$1.50

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

8.4.2 Contracts, (Cont'd.)

B. Contract No. D-1

1. Summary

Signed June 24, 2003

(a) Term of Contract/Renewal Options

3 year term commitment

(b) Description of Service(s)

Services in the contract include: local exchange access lines, Trinsic Small Business Service, custom calling features, voicemail, directory listings, inbound toll free service, directory listings, access to directory assistance, operator assisted calling.

(c) Contract Price/Volume Levels

This contract is for multi-state location large business customer committing to a minimum of 2,000 local exchange access lines nationwide.

(d) Description of Pricing and Volume Discounts

See Section 8.4.2.B.2 of this Price List.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

(N)

8.4.2 Contracts, (Cont'd.)

B. Contract No. D-1, (Cont'd.)

1. Summary, (Cont'd.)

(e) General Description of other regulations affecting contract rate

Except during the first two month after the effective date of the agreement, the Customer's total number of lines in service under this agreement must exceed 2,000 lines. Should the total number of dial-tone lines in service under this agreement fall below the 2,000 lines for any consecutive 45 calendar day period, Trinsic may reduce the Customer discount applied against the applicable Trinsic Price List rates by 50% for any billing period where the total number of Customer dial-tone lines in service under this agreement fall below 2,000 lines.

Customer must provide at least ninety (90) calendar days written notice to the Company as to the intent to either terminate service or request to renegotiate the current contract for another term, including month-to-month service term. After completion of the initial contract term and continuation of service on a month-to-month basis, either Customer or Company may terminate month-to-month service upon ninety (90) days written notice. Trinsic shall have the right to implement price and fee increases up to 10% during any twelve (12) month period upon 120 calendar days written notice for service provided to Customer on a month-to-month basis or during the third year of a 3 year contract.

(f) General Terms and Conditions

Terms regarding payment arrangements, limited warranties, limitation of liability and other standard contractual provisions are included in the contract.

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

8.4.2 Contracts, (Cont'd.)

B. Contract No. D-1, (Cont'd.)

1. Summary, (Cont'd.)

(g) Early Termination

In the event the Customer cancels or terminates service under this Contract prior to the end of the initial term of service for any reason other than Trinsic receives a going concern qualification from its auditors, Trinsic announces an intention to cease ongoing business operations, Trinsic requires the customer to move service to a network architecture other than the unbundled network element platform (UNE-P), Trinsic terminates the agreement for breach by the Customer prior to the end of the initial term or any subsequent renewal term, or Trinsic's performance evaluation score falls below a threshold mutually agreed upon by the Company and Customer for three consecutive months, Customer agrees to pay Trinsic a termination charge as follows (a) All disconnect, early cancellation or termination charges reasonably incurred by Trinsic, plus (b) 50% of the average of the past three (3) months of billings multiplied by the remaining months on the contract. All termination charges shall be due and payable within thirty (30) days of the effective date of termination.

(N)

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

(N)

8.4.2 Contracts, (Cont'd.)

B. Contract No. D-1, (Cont'd.)

2. Rates

Product Name: Trinsic BUSINESS D-1 (3 year contract)

<u>Service Areas:</u>	<u>BellSouth</u>	<u>Verizon</u>	<u>Sprint</u>
Local Monthly Recurring Charge (MRC)	\$25.49	\$25.49	\$25.49
Local Value	\$25.49	\$25.49	\$25.49
Long Distance (LD) Intra Value	n/a	n/a	n/a
Long Distance Inter Value	n/a	n/a	n/a
Feature Value	n/a	n/a	n/a
Local Allowance	n/a	n/a	n/a
Local Usage/min	n/a	n/a	n/a
Features Eeligible for Bundle –MRCs			
Caller ID	\$2.00	\$2.00	\$2.00
Caller ID Deluxe	\$2.00	\$2.00	\$2.00
Speed Call	\$2.00	\$2.00	\$2.00
Distinctive Ring	\$2.00	\$2.00	\$2.00
3 Way Calling	\$2.00	\$2.00	\$2.00
Call Waiting	\$2.00	\$2.00	\$2.00
Call Waiting – ID	\$2.00	\$2.00	\$2.00
Feature Bundle (3 or more)	\$6.00	\$6.00	\$6.00
Voicemail –Single Mailbox	\$6.99	\$6.99	\$6.99
Voicemail –Mailboxes 2-8 (each)	\$4.95	\$4.95	\$4.95
Remote Call Forwarding	\$10.00	\$10.00	\$10.00
Toll Blocking	\$2.00	\$2.00	\$2.00
900/976/511 Block	\$0.00	\$0.00	\$0.00
Inside Wire Maintenance	\$4.95	\$4.95	\$4.95
Directory Listing MRCs			
Primary White Page Straight Line Listing	\$0.00	\$0.00	\$0.00
Additional White Page Straight Line Listing	\$2.00	\$2.00	\$2.00
Primary Yellow Page Straight Line Listing	\$0.00	\$0.00	\$0.00
Additional Yellow Page Straight Line Listing	\$2.00	\$2.00	\$2.00
Straight Line Under Listing	\$2.00	\$2.00	\$2.00
Primary Caption Listing	\$2.00	\$2.00	\$2.00
Non-Published Telephone Number	\$2.00	\$2.00	\$2.00
Non-Listed Telephone Number	\$2.00	\$2.00	\$2.00

(N)

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

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SECTION 8 - TRINSIC PRODUCTS, (CONT'D.)

8.4 Special Arrangements, (Cont'd.)

8.4.2 Contracts, (Cont'd.)

B. Contract No. D-1, (Cont'd.)

2. Rates, (Cont'd.)

Product Name: Trinsic BUSINESS D-1 (3 year contract)

<u>Service Areas:</u>	<u>BellSouth</u>	<u>Verizon</u>	<u>Sprint</u>
Toll Free Service			
Per Toll Free 800 # -MRC/ Line	n/a	n/a	n/a
Interstate TF Rat / MOU	n/a	n/a	n/a
Intrastate TF Rate/ MOU	n/a	n/a	n/a
Toll Free Directory Listing MRC	n/a	n/a	n/a
Subscriber Line Charge (SLC) -Primary	\$6.12	\$6.12	\$6.12
Subscriber Line Charge -Additional	\$6.12	\$6.12	\$6.12
Local Number Portability (LNP) (primary or additional line)	\$0.35	\$0.35	\$0.35
Local Directory Assistance (DA) Allowance	0	0	0
Local DA per Call Charge	\$0.25	\$0.40	\$0.55
Long Distance DA Per Call Charge	\$0.95	\$0.95	\$0.95
DA Call Complete (DACC)	\$0.30	\$0.30	\$0.30
Operator Services Per Call Charges			
Busy Line Verify	\$2.25	\$2.25	\$2.25
Busy Line Interrupt (includes Verification)	\$5.25	\$5.25	\$5.25
Person to Person	\$3.25	\$3.25	\$3.00
Station to Station	\$1.75	\$1.60	\$1.50
Calling Card -Operator Assisted	\$0.80	\$1.60	\$1.50
Live Operator Handled	\$1.75	\$1.60	\$1.50
Calling Card -Machine Handled	\$0.80	\$0.95	\$1.00
Third Party Billed/ Collect	\$1.75	\$1.60	\$1.50
Payphone Surcharge	\$0.25	\$0.25	\$0.25

(D)

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

FL10810

SECTION 9 - PROMOTIONS

9.1 Spectrum Plus Winter Warm-Up Special Promotion

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$50 to Customers who presubscribed to the Spectrum Plus Winter Warm-Up Special Promotion service offering and sign a one-year term plan with the Company.

9.1.1 Promotional Limitations

- A. The \$50 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them to with their monthly payment.
- B. Customers must sign a minimum of a one year term plan for this service.
- C. Vouchers will expire 90 days from the issuance date included on the voucher.
- D. Customers may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 day period, the Company will reverse the per line credit(s) on the next applicable invoice.
- E. This promotion may be combined with certain other promotions currently being offered by the Company.
- F. To be eligible for this promotion Customers must resided in the Verizon Service Territory within Florida.
- G. This promotion will be offered from December 10, 2008 through June 30, 2010. Orders for new service must be activated by July 31, 2010. (T)

(T)
(T)

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

Effective: February 3, 2010

FL11001

SECTION 9 – PROMOTIONS, (CONT'D.)

9.2 Spectrum Plus Winter Warm-Up II Special Promotion

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribed to the Spectrum Plus Winter Warm-Up II Special Promotion service offering and sign a one-year term plan with the Company.

9.2.1 Promotional Limitations

- A.** The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them to with their monthly payment.
- B.** Customers must sign a minimum of a one year term plan for this service.
- C.** Vouchers will expire 90 days from the issuance date included on the voucher.
- D.** Customers may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 day period, the Company will reverse the per line credit(s) on the next applicable invoice.
- E.** This promotion may be combined with certain other promotions currently being offered by the Company.
- F.** To be eligible for this promotion Customers must resided in the AT&T Service Territory within Florida.
- G.** This promotion will be offered from February 3, 2010 through December 31, 2010. Orders for new service must be activated by January 31, 2010. (T)
(T)

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Issued By:

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

Effective: June 9, 2010

SECTION 9 – PROMOTIONS, (CONT'D.)

9.3 Spectrum Plus Winter Warm-Up III Special Promotion

(N)

To incent potential customers to purchase Business Services, the Company will offer a one-time per line credit voucher(s) of \$25 to Customers who presubscribed to the Spectrum Plus Winter Warm-Up III Special Promotion service offering and sign a one-year term plan with the Company.

9.3.1 Promotional Limitations

- A.** The \$25 credit voucher(s) will be mailed to the Customer after the initial monthly invoice has been issued. Customers can redeem the voucher(s) by returning them to with their monthly payment.
- B.** Customers must sign a minimum of a one year term plan for this service.
- C.** Vouchers will expire 90 days from the issuance date included on the voucher.
- D.** Customers may not reduce the total amount of lines in service for 120 days from the date of the initial subscription to this promotion. If the net number of lines decreases during the 120 day period, the Company will reverse the per line credit(s) on the next applicable invoice.
- E.** This promotion may be combined with certain other promotions currently being offered by the Company.
- F.** To be eligible for this promotion Customers must resided in the Verizon Service Territory within Florida.
- G.** This promotion will be offered from July 1, 2010 through December 31, 2010. Orders for new service must be activated by January 31, 2011.

(N)

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Scott Klopach
Vice President and General Counsel
7171 Forest Lane, Suite 700
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SECTION 10 – IMPACT PRODUCTS

10.1 Impact Products

Local exchange, InterLATA and IntraLATA services offered to business Customers and are available on a presubscription basis from equal access originating end offices only. Rates for service may vary by call type and/or term commitments. Usage rates, per-call service charges, monthly fees and installation charges may apply. Service is available 24 hours per day, 7 days per week.

Matrix offers Impact business basic local exchange service only as part of a bundle or package of telecommunications services. All packages include local and long distance services (interstate and intrastate toll) or require the Customer to designate an existing Matrix long distance plan for the Bronze and Silver packages as set forth in Section 3.5, and selected custom calling features. Voice Mail 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.

(N)

(N)

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.1 Miscellaneous Services

A. Service Order Charges

Nonrecurring charges apply to processing Service Orders for new service.

1. Primary Service Connection Charge - applies to requests for initial connection or establishment of telephone service to the Company.
2. 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.
3. Transfer of Service Charge, Primary Line - applies to the first line of a Transfer of Service Order, when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
4. Transfer of Service Charge, Secondary Line - applies to the second, or third, etc., line of a Transfer of Service Order, when a customer requests a move or change in physical location. This charge applies whether a customer changes its telephone number or not. If, in addition, the Customer requests the telephone number be changed, a separate charge may apply.
5. Service Order Charge - applies to customer-requested changes in service not covered specifically on other identified nonrecurring service order and change charges. This charge is applied in cases where Hunting is added after the initial order is placed and applicable to Business Customers only.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.1 Miscellaneous Services (Continued)

A. Service Order Charges (Continued)

6. 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.
7. 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.
8. 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.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.1 Miscellaneous Services (Continued)

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. A Change Order Charge applies to the following customer-initiated changes:

1. Feature Change Order - applies when a customer requests a change, adding or removing a feature.
2. 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.
3. Presubscription Change Charge – applies after a Customer’s initial selection for a presubscribed toll carrier, for any change thereafter, a Presubscription Change Charge will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.
4. 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.
5. Telephone Number Change Order - applies to each telephone number change request/order.
6. Toll Restriction Fee Order - applies when a Customer requests a change, adding or removing Toll Restriction Service.

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1 Miscellaneous Services (Continued)

C. Miscellaneous Charges

1. Call Detail Report – applies each time a Customer requests local call detail for a given month.
2. Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.
3. Restoration of Service Charge - applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

(N)

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.2 Miscellaneous Services - Rates

A. Service Order Charges

Primary Service Connection Charge	\$0.00
Secondary Service Connection Charge	\$0.00
Transfer of Service Charge, Primary Line	\$49.99
Transfer of Service Charge, Secondary Line	\$49.99
Service Order Charge	\$9.99
Toll-Free Directory Listing	\$10.00
Technician Dispatch Charge	\$200.00
Missed Appointment Charge	\$100.00

B. Change Order Charges

Feature Change Order	\$9.99
Listing Change Charge	\$9.99
Presubscription Change Charge	\$5.00
Record Change Charge	\$0.00
Telephone Number Change Order	\$9.99
Toll Restriction Fee Order	\$9.99

C. Miscellaneous Services

Call Detail Report	\$5.00
Duplicate Invoice	\$5.00
Restoration of Service	\$49.99

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.3 Custom Calling Features

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

A. Anonymous Call Rejection

Anonymous Call Rejection allows the Customer to automatically reject all calls which have been indicated as anonymous, unavailable or private by the calling party. When Anonymous Call Rejection is active, the called party receives no alerting for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Customers who are subscribed to Anonymous Call Rejection activate the service by dialing *77 and can deactivate the service by dialing *87.

B. Auto Busy Redial – Repeat Dialing

Auto Busy Redial – Repeat Dialing allows the Customer 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 Auto Busy Redial – Repeat Dialing:

- 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

Customers who are subscribed to Auto Busy Redial – Repeat Dialing activate the service by dialing *66 and can deactivate the service by dialing *86.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.3 Custom Calling Features (Continued)

C. Call Blocking

Call Blocking allows the 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 Impact services.

Customers who are subscribed to Call Blocking activate the service by dialing *60 and can deactivate the service by dialing *80.

D. Call Forwarding

Call Forwarding allows the Customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the customer's access line and the distant access line to which the call was transferred.

Customers who are subscribed to Call Forwarding activate the service by dialing *72 and can deactivate the service by dialing *73.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.3 Custom Calling Features (Continued)

E. Call Forwarding - Busy

Call Forwarding - Busy allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number is busy.

F. Call Forwarding - No Answer

Call Forwarding - No Answer allows the Customer to automatically reroute an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

G. Call Return

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.

Customers who are subscribed to Call Return activate the service by dialing *69 and can deactivate the service by dialing *89.

H. Call Trace

Call Trace allows 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.

Customers who utilize Call Trace activate the service by dialing *57.

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.3 Custom Calling Features (Continued)

I. Call Waiting

Call Waiting provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating the code (*70) to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

J. Call Waiting ID - Name and Number

Call Waiting ID - Name and Number is an enhanced version of Call Waiting ID. It is designed for use by a Call Waiting subscriber. A customer who is off-hook on an existing call, is able to receive the telephone number of a new incoming call on their customer-provided premise equipment attached to the Customer's subscriber line. Additionally, the name found in the Company's records, applicable to the line originating the call, including the non-published and non-listed service is displayed on customer-provided premise equipment. The Customer must purchase the equipment separately, and it is not available under this tariff.

K. Caller ID - Name and Number

Caller ID - Name and Number allows the Customer to identify most callers by letting him/her see the names and phone numbers on special display equipment. The customer must purchase the equipment separately, and it is not available under this tariff.

L. Priority Call

Priority Call allows the Customer to preselect telephone numbers that can be given a distinctive alerting signal or ring. The Customer can create or change a list of telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.3 Custom Calling Features (Continued)

M. Distinctive Ring

Distinctive Ring allows the Customer to establish up to two telephone numbers on the same access line and to distinguish calls to each number by distinctive ringing patterns. The standard ringing pattern applies to the billing telephone number, while the dependent telephone number receives a distinctive ringing pattern for incoming calls. Distinctive Ring is available to single line residential customers where facilities are available.

When a Distinctive Ring Customer also subscribes to Call Waiting, incoming calls to the billing telephone number will activate the standard Call Waiting tone. Calls to dependent telephone number will activate a distinctive Call Waiting tone. When a Distinctive Ring Customer subscribes to any Call Forwarding service, the dependent telephone number may be forwarded to the same number as the billing telephone number or receive no forwarding treatment.

N. Speed Calling

Speed Calling allows the Customer 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.

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Doug Funsch, Chief Financial Officer
433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.3 Custom Calling Features (Continued)

O. Three-Way Calling

Three-Way Calling allows 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 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.

P. Touch Tone Calling

Touch Tone calling provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of central office facilities.

All dial-type lines that terminate in an instrument equipped for tone-type address signaling shall be equipped for Touch Tone calling service except for dial-type lines served from a central office where the special facilities for Touch Tone calling service are not available.

Other facilities, miscellaneous and supplemental equipment, requested by Customers and not detrimental to this service or other services of the Company will be furnished under the regulations and at the rates specified in the applicable sections of this tariff.

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Doug Funsch, Chief Financial Officer
433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.4 Custom Calling Features - Rates

All customer calling features are provided subject to availability. Certain custom calling features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using custom calling features may not be acceptable for all uses in some cases.

	Nonrecurring <u>Charge</u>	Monthly Recurring <u>Charge</u>	Per Usage <u>Charge</u>
Anonymous Call Rejection	N/A	N/A	N/A
Auto Busy Redial	N/A	N/A	N/A
Call Blocking	N/A	N/A	N/A
Call Forwarding	N/A	N/A	N/A
Call Forwarding - Busy	N/A	N/A	N/A
Call Forwarding - No Answer	N/A	N/A	N/A
Call Return	N/A	N/A	N/A
Call Trace	N/A	N/A	N/A
Call Waiting	N/A	N/A	N/A
Call Waiting ID (Name and Number)	N/A	N/A	N/A
Caller ID (Name and Number)	N/A	N/A	N/A
Distinctive Ring	N/A	N/A	N/A
Priority Call	N/A	N/A	N/A
Repeat Dialing	N/A	N/A	N/A
Speed Calling 8	N/A	N/A	N/A
Three-Way Calling	N/A	N/A	N/A
Touch Tone	N/A	N/A	N/A

Denial of per call activation for Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.5 Directory Assistance Service

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.

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- Calls from coin telephones, including COCOTS.
- Requests for telephone numbers of non-published service.
- Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
- 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.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.5 Directory Assistance Service (Continued)

A. Rates and Charges

A maximum of two requests will be allowed per call. The charges as shown below apply for each call, made to the Directory Assistance operator including requests for listings that are nonpublished, nonlisted or not found. There are no call allowances for Directory Assistance Services.

Unless one of the exceptions listed above applies, the charges as shown below apply for each call made to the Directory Assistance operator:

<u>Per query</u>	<u>AT&T Service Area</u>
Direct Dial Local/IntraLATA Directory Assistance:	\$1.25
Operator Assisted Local/IntraLATA Directory Assistance:	\$1.50
Toll Directory Assistance:	\$1.50

(N)

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.5 Directory Assistance Service (Continued)

B. Directory Assistance Call Completion

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

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in this tariff.

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.

The three types of DACC offered are as follows:

Fully Automated DACC: The customer receives the requested directory number from an automated voice system. The customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

Semi-Automated DACC: The customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

Person-to-Person DACC: The customer receives the requested directory number and then requests the operator to complete the call to a specified person.

1. Rates

The rates set forth below for DACC are on a per call basis and are in addition to the Directory Assistance rate, as well as the Long Distance usage rate, or local message rates, if applicable.

	AT&T Service Area
Per each call completed	\$0.30

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.5 Directory Assistance Service (Continued)

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.

<u>Charge per call</u>	<u>AT&T Service Area</u>
Direct Dial/Sent Paid Requests	<u>Business</u> \$1.25
Billed to calling card or 3rd Party number	\$1.25

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.6 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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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.6 Operator Services (Continued)

A. Operator Services - Rates and Charges (AT&T Service Area)

1. Local, IntraLATA and InterLATA - Per Call Service Charges

	<u>Rate per call</u>
Calling Card, (fully automated)	\$1.65
Calling Card, (non-or semi-automated)	\$2.95
Collect (fully automated)	\$2.95
Collect (non or semi-automated)	\$3.95
Billed to Third Party (fully automated)	\$3.95
Billed to Third Party (non or semi-automated)	\$4.95
Operator Assisted, Person-to-Person	\$8.95

2. Usage Charges

Usage Charges for Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer.

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.6 Operator Services (Continued)

B. Busy Line Verification and Emergency Interrupt Service

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

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

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

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

	<u>Per call</u>
Busy Line Verification	\$2.25
Emergency Interruption	\$3.00

(N)

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433 East Las Colinas Blvd., Suite 500
Irving, Texas 75039

SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.7 Directory Listing Service

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.

A. Listings

One listing, termed the primary listing is included with each Customer's service.

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The additional directory listing charge commences with the delivery date of the issue of the directory in which the listing first appears. The monthly rate for an additional listing commences the day after the directory assistance records are posted.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

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433 East Las Colinas Blvd., Suite 500
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.7 Directory Listing Service (Continued)

B. Types of Listings

1. Extra Listing

Business extra listings may be the names of partners or members of the firm, if the Customer of joint-user is a partnership or firm; the names of officers of the corporation, if the Customer of joint-user is a corporation; and for any business establishment, the names of associates or employees of the Customer of joint-user. Business extra listings may be the bona fide names of firms or corporations which the Customer of joint-user owns or controls or is duly authorized to represent. Business extra listings must meet the qualifications for primary listings as set forth above.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings.

2. Alternate Telephone Number Listings and Night Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his absence may obtain an alternate telephone number listing such as the following:

- If no answer call (telephone number)
- Night calls (telephone number)
- Night calls after 8 P.M. (telephone number)
- Nights, Sundays and holidays (telephone number)
- 5 P.M. to 9A.M. weekdays noon Saturday until 9 A.M. (Monday and holidays (telephone number)

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.7 Directory Listing Service (Continued)

B. Types of Listings (Continued)

3. Extra Lines

Extra line material may be provided in the alphabetical directory, when, in the opinion of the company, it facilitates the use of telephone service. Ordinarily, an extra line will be provided only when a Customer has more than one listed telephone.

An extra line consists of five words or any fraction thereof. When a Customer needs more than five words to properly direct calls, he/she may arrange for two or more extra lines. If the Customer requests separate lines consisting of less than five words, the extra listing charge applies to each line. If two items of supplemental address information appear on the same line, two extra listing charges apply.

4. 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.

5. 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.

6. 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 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.7 Directory Listing Service (Continued)

C. Non-Published Service

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. The telephone numbers of non-published service or the name and billing address that corresponds to a non-published number may be divulged in the following two instances:

First, in the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service (E911) the telephone number and address, but not the name, of a customer with non-published service will be displayed when that customer dials 911 to a government employee at a console at a Public Safety Answering Point for dispatch of emergency service.

Second, the billing name and address that correspond to a non-published telephone number will be furnished to a subscriber to Billing Name and Address (BNA) Service if the customer with the non-published service makes a call that uses the service of the BNA subscriber.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding 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 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

10.1.7 Directory Listing Service (Continued)

D. Non-Listed 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 non-listed 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 non-listed 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.

There is a monthly charge for each non-listed service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.7 Directory Listing Service (Continued)

E. Directory Listing Service – Rates and Charges

	AT&T Service Area <u>Per Month</u>
Primary Listings	\$0.00
Extra Listings	\$2.00
Alternate Listings	\$2.00
Extra Lines	\$2.00
Toll-Free Directory Listings, each	\$15.00
Straight Line Under Listings	\$2.00
Captions and Subcaptions Listings	\$2.00
Non-Published Service, each	\$6.50
Non-Listed Service, each	
Primary	\$3.50
Additional	\$2.00

In addition to the above noted charges, customer will incur a nonrecurring charge for customer-initiated changes in a directory listing.

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.8 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 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 “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

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

Rate Per Call	<u>Business</u> \$0.30
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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.1 Impact Products (Continued)

(N)

10.1.9 Intercept Referral Services - AT&T Service Area

A. Special Intercept Referral Service

Special 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. In addition, Special Intercept Referral Service provides callers with additional information. Three types of additional information are available:

1. Name Referral Service provides the caller with the name of the Customer's business and new telephone number.
2. Location Referral Service provides the caller with the Customer's new street address, city and/or state.
3. Multiple Referral Service accepts calls placed to a single disconnected or changed telephone number and refers them to a message which provides several different numbers. Under Multiple Referral Service, calls to the disconnected number may be routed to a recorded announcement or to an operator. Either option is available to the Customer when there are three or less referrals to be given. For more than three referrals, the calls must be routed to an operator. When the calls are routed to an operator, the calling party is queried as to whom they wish to reach, and the appropriate number is provided.

<u>Up to</u>	<u>90 days</u>	<u>91-180 days</u>	<u>181-365 days</u>
Name Intercept Referral Service	\$48.00	\$96.00	\$144.00
Location Intercept Referral Service	\$48.00	\$96.00	\$144.00
Multiple Intercept Referral Service			
Fully Automated	\$66.00	\$132.00	\$198.00
Operator Handled	\$108.00	\$216.00	\$324.00

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.2 Impact Products – Bundled Service

10.2.1 Impact Bronze

Impact Bronze bundled service is a local exchange service for business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate Matrix as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Matrix long distance plan for toll services concurrent with enrollment for this service. Impact Bronze does not allow Customers to elect any additional features or options. Rates and charges for the Impact Bronze plan are set forth below.

	AT&T Service Area
Monthly Rate	\$39.99

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.matrixbt.com.

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

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SECTION 10 – IMPACT PRODUCTS, (CONT'D.)

10.2 Impact Products – Bundled Service (Continued)

10.2.2 Impact Silver

Impact Silver bundled service is a local exchange service for business Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate Matrix as the presubscribed carrier for local calling, local toll and interLATA toll carrier for all lines at a single location and on a single billing account, and presubscribe to an existing Matrix long distance plan for toll services concurrent with enrollment for this service. The bundled offering includes the following custom calling features: Anonymous Call Rejection, Auto Busy Redial, Call Blocking, Call Forwarding (Always, Busy, No Answer), Call Return, Call Trace, Call Waiting, Call Waiting ID (Name & Number), Caller ID (Name & Number), Distinctive Ring, Priority Call, Repeat Dialing, Speed Calling 8, Three-Way Calling, and TouchTone Dialing. PBX, PBX-like equipment, auto-dialers, dial-up online service, broadcast fax transmissions and data usage traffic are prohibited. Rates and charges for the Impact Silver plan are set forth below.

- | | |
|-----------------|--------------------------------------------------------------------------------------------------------------|
| | AT&T Service Area |
| A. Monthly Rate | \$49.99 |
| B. | The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail. |

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Tariff and the Company's Interstate and International Product and Services Guide located at www.matrixbt.com.

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

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