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April 6, 2017
Via Overnight Delivery

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Impact Telecom d/b/a Startec d/b/a Americatel
FL CLEC Data Request Questionnaire "CONFIDENTIAL"

Dear Sir or Madam:

Enclosed please find a pdf version of the FL specific portion of the FCC 477 and the FL CLEC Data Request Questionnaire "CONFIDENTIAL", filed on behalf of Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Impact Telecom d/b/a Startec d/b/a Americatel. No check is enclosed as there are no remittance fees due.

The Company is requesting CONFIDENTIAL treatment of this report pursuant to Florida Statue §364.183, as it contains confidential customer information that should be held exempt from public disclosure. Pursuant to Rule 25-22.006(5), Florida Administrative Code, the attached envelope contains the document with the confidential information highlighted and two edited copies for public inspection.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Kimberly Geuder
Compliance Reporting Specialist

file: Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Impact Telecom d/b/a Startec d/b/a Americatel - Reporting - Florida

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Public Version
Competitive Local Exchange Carrier (CLEC) Questionnaire
(Due by April 17,)¹

Company Code: TX841
Company Name: Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications
d/b/a VarTec Telecom d/b/a Excel Telecommunications d/b/a Impact Telecom d/b/a
Startec d/b/a Americatel
Contact name & title: Alex Valencia, Vice President, Government Affairs and Compliance
Telephone number: 972-910-1720
E-mail address: avalencia@impacttelecom.com
Stock Symbol (if company is publicly traded): _____

Questions About Your Company

1. Please provide a copy of the Form 477 you filed with the FCC with data as of **December 31**,
2. Are you currently operating under Chapter 7 or Chapter 11 bankruptcy protection?
- Yes (Chapter 7) Yes (Chapter 11) No

3. What services, other than local service, does your company currently provide in Florida? Please check all that apply.

<input type="checkbox"/> Private line/special access	<input type="checkbox"/> Wholesale loops
<input type="checkbox"/> VoIP	<input type="checkbox"/> Fiber or copper based video service
<input type="checkbox"/> Wholesale transport	<input type="checkbox"/> Cable television
<input type="checkbox"/> Interexchange service	<input type="checkbox"/> Satellite television
<input type="checkbox"/> Cellular/wireless service	<input type="checkbox"/> Broadband Internet access
<input type="checkbox"/> Other	

4. What percentage of your Florida residential and business customers purchase bundled (i.e. voice service packaged with additional services such as internet or video service) offerings? Please provide the percentage below. Do not include bundles of telecom-only services.

Residential Business Not applicable _____

5. Does your company currently publicly publish your service and price schedules for services offered in Florida at a location other than the Florida Public Service Commission? If yes, please indicate where and include the complete address or hyperlink if on a webpage. (Chapter 364.04, F.S)

Yes If yes, where? No

PLEASE TURN OVER

¹ The due date is established by Section 364.386(1)(b), Florida Statutes. Failure to comply with this rule may result in the Commission assessing penalties of up to \$25,000 per offense, with each day of noncompliance constituting a separate offense per Section 364.285(!), Florida Statutes.

Public Version

2017 Competitive Local Exchange Carrier (CLEC) Questionnaire
(Due by April 17, 2017)

Questions About the Competitive Markets

6. Have you experienced any significant barriers in entering Florida's local exchange markets? Please Describe any major barriers encountered that may be impeding the growth of local competition in the state, along with any suggestions as to how to remove such obstacles. Any additional general information is welcome.

■

7. What types of customers do you pursue/what does your typical customer look like?

■

8. How do you compete for customers today, and how has that changed in the past five years? The past 10 years? 20?

■

9. Other than Special Access/Business Date Services pricing, what are CLECs' main issues/challenges today?

■

10. What decisions have the FCC and/or states made since the 1996 Federal Telecom Act that affected your company the most (good or bad)?

■

11. Did your company try to interconnect via IP and/or purchase any wholesale IP services from AT&T in their IP trial central office in West Delray Beach? If so, what was your experience there?

■

12. What can states do/what should states be doing to ensure competition for telecom services continues to grow in their state, including "best practices"?

■

13. What do you think will be the major proceeding/decisions from the FGCC over the next five years?

■

Please use additional paper if needed

FL

Lines provided to Unaffiliated Providers...

Wholesale	UNE-L
[REDACTED]	[REDACTED]

Lines provided to End Users...

Voice Services Sold:	Total	with Internet	without Internet
	[REDACTED]	[REDACTED]	[REDACTED]

Product Type:	Total	Consumer No-PIC	Consumer PIC	Business No-PIC	Business PIC
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Ownership:	Total	Owned	UNE-L	Resale
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Last Mile Medium:	Total	FTTP (Fiber)	Coaxial Cable	Fixed Wireless	Copper
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

FL					
Grand Totals, by End User Type...					
	Total	Consumer	Business/Gov		
Over The Top Subscriptions (service to end users provided without also supplying last mile)...					
	Total OTT	Consumer	Business/Gov		
All Other Subscriptions (service to end users provided over last mile facilities supplied by the provider)...					
End User Type:	Total Last Mile	Consumer	Business/Gov		
Services Sold:	Total Last Mile	with Internet	without Internet		
Last Mile Medium:	Total Last Mile	Fiber	Coax	FW and Satellite	Copper