



151 Southhall Lane, Ste 450  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL 32790-0200  
www.inteserra.com

April 15, 2020  
Via Overnight Delivery

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

**REDACTED**

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 d/b/a Lingo  
FL CLEC Data Request Questionnaire "CONFIDENTIAL"

Dear Sir or Madam:

Enclosed please find a copy 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 d/b/a Lingo. 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.

COM  
AFD  
APA  
ECO  
ENG  
GCL  
IDM  
CLK

Questions regarding this filing should be directed to Domingo Chalusant's attention at 407-659-8754 ; dchaluisant@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

Inteserra Compliance

RECEIVED-FPSC  
2020 APR 16 PM 12:22  
COMMISSION  
CLERK

cc: Alex Valencia - 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 d/b/a Lingo

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 d/b/a Lingo - Reporting - Florida

DC/db

**Public Version**

**2020 Competitive Local Exchange Carrier (CLEC) Questionnaire**

*(Due by April 15,2020 )\**

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 d/b/a Lingo  
Contact name & title: Alex Valencia,VP- Government Affairs and Compliance  
Telephone number: 972-910-1720  
E-mail address: Alex.Valencia@lingo.com  
Stock Symbol (if company is publicly traded): \_\_\_\_\_

*If any of your company contact information has changed, please fill out and return the included update form with the completed questionnaire.*

**Questions About Your Company**

1. Please provide a copy of the Form 477 you filed with the FCC with data as of **December 31, 2019**.  
*If the company is not submitting Form 477, please explain:* \_\_\_\_\_
2. Are you currently operating under Chapter 7 or Chapter 11 bankruptcy protection?  
Yes (Chapter 7)  Yes (Chapter 11)  No
3. What services does your company currently provide in Florida? Please check all that apply.  

<input type="checkbox"/> Local	<input type="checkbox"/> Wholesale loops
<input type="checkbox"/> Private line/special access	<input type="checkbox"/> Fiber or copper based video service
<input type="checkbox"/> VoIP	<input type="checkbox"/> Cable television
<input type="checkbox"/> Wholesale transport	<input type="checkbox"/> Satellite television
<input type="checkbox"/> Interexchange service	<input type="checkbox"/> Broadband Internet access
<input type="checkbox"/> Cellular/wireless service	<input type="checkbox"/> Other
4. What percentage of your Florida residential and business customers purchase bundled offerings (i.e. voice service packaged with additional services such as internet or video service)? 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
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.

**Please use additional paper if needed.**

\* 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(1), Florida Statutes.



Form 477 - Local Telephone Competition and Broadband Reporting

FRN: 0004333068 | Log Out

Main Menu (dashboard.xhtml)

Submission Menu (form477/submission-menu.xhtml?jftfdi=&jffi=submission-menu&refid=gWfb9u&pageCode=vote-uploaded- files&FBError=true&FBSerror=true&PIerror=true&MWBError=true&MWBSAerror=true&MWVError=true&MWSerror=true&MLTerror=true&FVError=tr Form 477 Instructions (https://us-fcc.box.com/v/Form477Instructions) Form 477 Instructions (through June 2019) (https://us-fcc.box.com/v/Form477InstTI

Help (https://support.fcc.gov/request.htm) | OMB No. (OMB Number) 3060-0816

FRN: 0004333068

Matrix Telecom, Inc.

Operations: Non-ILEC | Data as of: Dec 31, 2019

Submission Status

Original - Submitted

Last Updated: Feb 25, 2020 16:10:41

Interconnected VoIP Subscriptions

For each state in which you have one or more VoIP subscribers,

- 1. allocate over-the-top VoIP subscriptions, where you provide service to end users without also supplying last-mile facilities, between Consumer and Business / Government subscribers;
2. allocate all other VoIP subscriptions, where you provide service to end users and also supply last-mile facilities, by (a) End User Type, (b) Services Sold, and (c) Last-mile Medium; and
3. click Save Current State, then go to the next state using the menu at the left or click Finished ».

For more information about how to allocate your lines, click here (http://www.fcc.gov/form477/FVS/allocating\_voip\_subscriptions.pdf).

Each cell must contain a number, even if it's zero! Blanks will cause an error.

Save your work as you go, and when you've entered data for each state, click Finished »

Subscriptions by State Florida \* All fields are required
Grand Totals, by End-user Type
Total: Consumer: Business / Gov. (Government):
Over-the-top Subscriptions
Service to End Users Provided Without also Supplying Last-mile Facilities
Total: Consumer: Business / Gov. (Government):
All Other Subscriptions
Service to End Users Provided over Last-mile Facilities Supplied by the Provider... by End-user Type
Total: Consumer: Business / Gov. (Government):
by Services Sold
Total: Voice with Internet: Voice without Internet:
by Last-mile Medium
Total: FTTP: Coaxial Cable: Fixed Wireless & Satellite: Copper:
Cancel Next State Finished »



Form 477 - Local Telephone Competition and Broadband Reporting

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Submission Menu (/form477/submission-menu.xhtml?jftfdi=&jffi=submission-menu&refid=gWfb9u&pageCode=vote-uploaded- files&FBError=true&FBSerror=true&PIerror=true&MWBDerror=true&MWBSAerror=true&MWVDerror=true&MWBSerror=true&MLTerror=true&FVerror=tr Form 477 Instructions (https://us-fcc.box.com/v/Form477Instructions) Form 477 Instructions (through June 2019) (https://us-fcc.box.com/v/Form477InstTI

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Local Exchange Telephone Subscription

For each state in which you have one or more customers,

- 1. allocate lines provided to other providers between Wholesale and UNE-L;
2. allocate lines provided to end users by (a) Services Sold, (b) Product Type, (c) Ownership and (d) Last-mile Medium; and
3. click Save Current State, then go to the next state using the menu at the left or click Finished ».

For more information about how to allocate your lines, click here (http://www.fcc.gov/form477/FVS/allocating\_vge\_lines.pdf). Every cell must contain a number. Blanks will cause an error. Save your work as you go and when you've entered data for each state, click Finished »

Each cell must contain a number, even if it's zero!

Subscriptions Listed By State
Florida

Florida

\*All fields are required

Lines provided to Unaffiliated Providers

Wholesale: [input] UNE-L: [input]

Lines provided to End Users...

by Services Sold

Total: [input] Voice with Internet: [input] Voice without Internet: [input]

by Product Type

Total: [input] Consumer Total: [input] Business [input] Gov. (Government) Total: [input]
Consumer & No PIC (Presubscribed Interexchange Carrier): [input] Business/Gov. (Government) & No PIC (Presubscribed Interexchange Carrier): [input]
Consumer & PIC (Presubscribed Interexchange Carrier): [input] Business/Gov. (Government) & PIC (Presubscribed Interexchange Carrier): [input]

by Ownership

Total: [input] Owned: [input] UNE-L: [input] Resale: [input]

by Last-mile Medium

Total: [input] FTTP: [input] Coaxial Cable: [input] Fixed Wireless: [input] Copper: [input]