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December 8, 2020
Via Overnight Delivery
& E-Mail

Secretary
Utah Public Service Commission
Heber M. Wells Building
160 East 300 South, Suite 400
Salt Lake City, UT 84111

**RE: Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a Lingo
Revision to Utah Price List No. 5 (Local)**

Dear Sir or Madam:

Please find the above referenced tariff filing submitted on behalf of Matrix Telecom, LLC d/b/a Matrix Business Technologies d/b/a Trinsic Communications d/b/a Lingo ("Company"). This filing adds Lingo services and rates. The Company respectfully requests an effective date for this filing of December 14, 2020. *A copy of this filing has also been emailed to the commission via psc@utah.gov.*

The following tariff pages are included with this filing:

1 st Revised Page 1	Updates Table of Contents
1 st Revised Page 2	Updates Check Sheet
1 st Revised Page 3	Updates Check Sheet
Original Pages 123 thru 155	Adds Lingo services and rates

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.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3006 or via email to croesel@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Carey Roesel

Carey Roesel
Consultant

cc: Alex Valencia – Matrix (via Email)
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Utah PSC (E-Mail)
tms: UTI2002
Enclosures
CR/kb

Matrix Telecom, LLC d/b/a Matrix Business Technologies
d/b/a Trinsic Communications d/b/a Lingo
400 E. Las Colinas Blvd., Suite 500
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Issued by: Charles Griffin

Utah Price List No. 5
1st Revised Page 1
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CHECK SHEET

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

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SECTION 9 – LINGO SERVICES AND RATES

9.1 General

Local exchange, InterLATA and IntraLATA services offered to business and residential 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 Lingo business and residential 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 9.9, 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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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges

9.2.1 Service Order Charges

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

- A. New Installation Order Charge – applies to add a new access line where no local service exists or if facilities construction is required. No distinction is made between a "New Installation or Conversion" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.
- B. Conversion Order Charge - applies to requests for initial connection or establishment of telephone service to the Company when a Customer moves existing service from their current local carrier to Matrix and retains their existing telephone number.
- C. Activation Fee – applies to receiving, recording and processing information necessary to execute a customer's request for new service with Matrix. One Activation Fee, per line, applies to all new orders. This fee applies in connection with the New Installation, Conversion and Move Order Charges.
- D. 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.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges (Cont'd.)

9.2.1 Service Order Charges (Cont'd.)

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

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges (Cont'd.)

9.2.2 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:

- A. Feature Change Order Charge - applies when a customer requests a change, adding or removing a feature.
- B. 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.
- C. Move Order Charge - applies 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.
- D. 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.

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges (Cont'd.)

9.2.2 Change Order Charges (Cont'd.)

- E. Record Change Order 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.
- F. Telephone Number Change Order Charge - applies to each telephone number change request/order.
- G. Toll Restriction Fee Order Charge - applies when a Customer requests a change, adding or removing Toll Restriction Service.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges (Cont'd.)

9.2.3 Miscellaneous Charges

- A. Call Detail Report – applies each time a Customer requests local call detail for a given month.
- B. Duplicate Invoice - applies each time a Customer requests an additional copy of a current bill or invoice.
- C. 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.

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.2 Service Charges (Cont'd.)

9.2.4 Rates and Charges

CenturyLink Service Area

A. Service Order Charges

New Installation Order Charge	\$179.99
Conversion Order Charge	\$79.99
Activation Fee	\$39.99
Service Order Charge	\$79.99
Toll-Free Directory Listing Charge	\$25.00
Technician Dispatch Charge	\$265.00
Missed Appointment Charge	\$100.00

B. Change Order Charges

Feature Change Order Charge	\$79.99
Listing Change Charge	\$79.99
Move Order Charge	\$79.99
Presubscription Change Charge	\$5.00
Record Change Charge	\$79.99
Telephone Number Change Order Charge	\$79.99
Toll Restriction Fee Order Charge	\$9.99

C. Miscellaneous Charges

Call Detail Report	\$10.00
Duplicate Invoice	\$10.00
Restoration of Service	\$49.99

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 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.

9.3.1 Feature Descriptions

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.

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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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.1 Feature Descriptions (Cont'd.)

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.

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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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.1 Feature Descriptions (Cont'd.)

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.

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.

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.

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.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.1 Feature Descriptions (Cont'd.)

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.

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 price list.

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 price list.

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.1 Feature Descriptions (Cont'd.)

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.

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.

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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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.1 Feature Descriptions (Cont'd.)

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.

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 price list.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.3 Custom Calling Features (Cont'd.)

9.3.2 Rates and Charges

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	Monthly	Per Usage
	<u>Charge</u>	<u>Recurring</u>	<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 & 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	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.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.4 Directory Assistance Services

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.

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.4 Directory Assistance Services (Cont'd.)

9.4.1 Directory Assistance - 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 non-published, non-listed 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>CenturyLink Service Area</u>
Direct Dial Local/IntraLATA Directory Assistance:	\$5.99
Operator Assisted Local/IntraLATA Directory Assistance:	\$5.99
Toll Directory Assistance:	\$5.99

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.4 Directory Assistance Services (Cont'd.)

9.4.2 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 price list.

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.

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.

Per each call completed \$0.30

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.4 Directory Assistance Services (Cont'd.)

9.4.3 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.

Per Request	CenturyLink Service Area
	\$5.99

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.5 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.

Station-to-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.

(N)

Matrix Telecom, LLC d/b/a Matrix Business Technologies
d/b/a Trinsic Communications d/b/a Lingo
400 E. Las Colinas Blvd., Suite 500
Irving, Texas 75039
Issued by: Charles Griffin

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.5 Operator Services (Cont'd.)

9.5.1 Operator Services - Rates and Charges (CenturyLink Service Area)

Local, IntraLATA and InterLATA - Per Call Service Charges

	<u>Rate</u> <u>Per Call</u>
Customer Dialed Calling/Credit Card Call	\$0.80
Operator Dialed Calling/Credit Card Call Station-to-Station	\$3.40
Person-to-Person, Partially Assisted	\$4.90
Person-to-Person, Fully Assisted	\$6.05

Usage Charges

Operator Service Per Minute Rate	\$0.13
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(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.5 Operator Services (Cont'd.)

9.5.2 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.

	CenturyLink Service Area
Busy Line Verification	<u>Per call</u> \$3.00
Emergency Interruption	\$6.00

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.6 Directory Listing Services

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 judgment 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.

9.6.1 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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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.6 Directory Listing Services (Cont'd.)

9.6.2 Types of Listings

A. 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.

B. 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.

C. 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 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.6 Directory Listing Services (Cont'd.)

9.6.3 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.

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

9.6 Directory Listing Services (Cont'd.)

9.6.3 Non-Published Service (Cont'd.)

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.

(N)

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.6 Directory Listing Services (Cont'd.)

9.6.4 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 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.6 Directory Listing Services (Cont'd.)

9.6.5 Rates and Charges

In addition to the below noted charges, customer will incur a nonrecurring charge for the initial toll-free directory listing and any customer-initiated changes to a directory listing provided in the Service Charges section.

	CenturyLink Service Area <u>Per Month</u>
Primary Listing	\$0.00
Additional Listing	\$6.50
Toll-Free Directory Listing	\$6.50
Straight Line Under Listing	\$6.50
Captions and Subcaptions Listings	\$6.50
Non-Published Service, each	\$8.00
Non-Listed Service, each	\$8.00

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.7 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 price listed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

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

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

Rate Per Call	\$0.30
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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

9.8 Operator Referral Service

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

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

	<u>Per Request</u>
30-90 Days	\$30.00
Any portion of an additional 90 days	\$30.00

(N)

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.9 Lingo Products – Bundled Services

9.9.1 Lingo Bronze

Lingo Bronze bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company 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 Company long distance plan for toll services concurrent with enrollment for this service. Lingo Bronze does not allow Customers to elect any additional features or options. Rates and charges for the Lingo Bronze plan are set forth below.

Monthly Rate:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$46.99	\$43.99
Zone 2	\$60.99	\$58.99
Zone 3	\$84.99	\$81.99

Direct dialed outbound intraLATA toll, intrastate and interstate call rates are charged as specified in this Price List and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

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

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.9 Lingo Products – Bundled Services (Cont'd.)

9.9.2 Lingo Silver

Lingo Silver bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local calling. Customers who subscribe to this service must designate the Company 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 Company 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 Lingo Silver plan are set forth below.

Monthly Rate:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$49.99	\$43.99
Zone 2	\$62.99	\$58.99
Zone 3	\$85.99	\$81.99

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 Price List and the Company's Interstate and International Product and Services Guide located at www.lingo.com.

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

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

(N)

9.9 Lingo Products – Bundled Services (Cont'd.)

9.9.3 Lingo Gold

Lingo Gold bundled service is a local exchange service for business and residential Customers consisting of a local exchange line for a monthly recurring charge and unlimited local and long distance calling. Customers who subscribe to this service must designate the Company 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 Company 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. 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. Rates and charges for the Lingo Gold plan are set forth below.

Monthly Rate:	<u>CenturyLink Service Area</u>	
	<u>Business</u>	<u>Residential</u>
Zone 1	\$59.99	\$44.99
Zone 2	\$63.99	\$59.99
Zone 3	\$86.99	\$82.99

The following Additional Calling Feature is available at an additional monthly recurring charge: Voice mail.

Unlimited direct dialed outbound intraLATA toll, intrastate and interstate calls, included in this package.

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

(N)

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SECTION 9 – LINGO SERVICES AND RATES (CONT'D.)

9.10 Long Distance Service

9.10.1 Lingo Long Distance Service

Lingo Long Distance Service provides an outbound voice grade communications service for business and residential Customers who subscribe to certain Lingo bundled service packages described in Section 9.9 of this tariff. In order to subscribe to Lingo Long Distance Service, business and residential Customers must select the Company as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services.

These rates and charges are applicable only to intrastate, non-operator-assisted, 1+, direct-dialed, long distance calls which originate and terminate in Utah by Customers who have selected the Company as their Local Exchange Carrier (LEC) and long distance provider.

	<u>Business</u>	<u>Residential</u>
Rate Per Minute:	\$0.0499	\$0.0499

(N)

(N)