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January 12, 2006
Via Overnight

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40602-0615

**RE: Administrative Case No. 2005-00186
Attorney General's Supplemental Requests for Information
Trinsic Communications, Inc.**

Dear Ms. O'Donnell:

Enclosed for filing are the original and five (5) copies the responses of Trinsic Communications, Inc. to the Attorney General's Supplemental Requests for Information in the above-referenced proceeding. One copy of these responses is being filed with the Office of the Attorney General, Office of Rate Intervention.

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. Any questions you may have pertaining to this filing may be directed to me at (407) 740-8575 or via email at mbyrnes@tminc.com. Thank you for your assistance.

Sincerely,



Monique Byrnes
Consultant to Trinsic Communications, Inc.

cc: Office of the Attorney General, Rate Intervention
T. Goode - Trinsic
B. Sullins - Trinsic
file: Trinsic - KY
tms: kyl06DR

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PUBLIC SERVICE
COMMISSION

 
Attorney General's Supplemental Requests for Information
Case No. 2005-00186

Response by Trinsic Communications, Inc.

1. State whether your company has changed any tariffs applicable to plans described, named or marked as "unlimited", as previously identified in your responses to the Commission's first data request, since the date of the Commission's first set of Data Requests, and if so, please attach/enclose copies of same.

The company has not made any tariff changes to unlimited products.

2. With regard to any such plans, state specifically whether the word "unlimited" refers to minutes of use, area(s) of calling, or both. If the word "unlimited" modifies any other term(s) in the applicable tariff(s), please identify the term(s) so modified.

Trinsic Unlimited: The service is available only to residential customers for voice applications. It is unlimited for voice services. The service is not allowed for commercial facsimile, resale, telemarketing, dial-up internet connections, autodialing, three way calling, voice chat line service or home office use. Should the company determine that customers are using this service for other than residential voice applications the company may suspend, restrict or cancel the service or may move the customer to another service plan.

Trinsic Spectrum Unlimited: The service is available to business customers and is unlimited for voice services that do not go through PBX, PBX-like equipment or auto-dialers. The service is not allowed for dial-up online service, broadcast fax transmissions and data usage traffic. The plan determines whether such usage is occurring through the following methodology: If usage exceeds the average usage per line of all customer on the plan in the state by 5 times over a 3 month period, the customer may be moved to another plan.

3. With regard to any such plans, state:

- a. whether the tariff indicates that a penalty of any type or sort (including relegating the customer to a different plan) may apply in the event the customer exceeds any limitation on number of minutes included in the plan;

For both the residential and business product the tariff indicates, and has been approved as so indicating, that customers may be moved to another plan (Trinsic Spectrum Unlimited), or that service may be suspended, restricted, canceled or the customer may be moved to another plan (Trinsic Unlimited).

- b. the nature of the penalty;

Please see response above.

- c. whether the penalty has ever been imposed;

The company enforces its tariff provisions. In 2005 Trinsic contacted 39 customers about their use of service. The letter to the customers is attached.

- d. whether notice of the penalty is provided to the consumer, and if so, identify precisely where in the tariff or other materials (including but not limited to contract, advertising or marketing materials) any such notice is located, and cite the complete language of any and all such notice(s).

Tariff pages include this information and the company's tariffs are posted on its website: www.trinsic.com.

F-IUSN000«SEARCH»
«FIRST» «LAST»
«address»
«CITY», «STATE» «ZIP»
«barcode»

date

Account Number: «ACCOUNT»
Phone Number: «PHONE»

Reference: Inappropriate Use of Service Notification

Dear «FIRST1»,

Based on your recent call utilization characteristics, it appears that you are using Trinsic Unlimited service in a manner that is not consistent with the terms and conditions associated with this service, as described in the current Trinsic Communications, Inc tariff on file at your state public utility commission.

You may review a copy of this tariff at Trinsic's website, www.trinsic.com/portal/ztel/learn/i/tariffs.jsp. Trinsic wants to ensure that you are fully informed that Trinsic Unlimited service is for person-to-person, residential voice service only. Please carefully review the Trinsic Appropriate Use of Service Policy on the reverse side of this letter that describes the intended use of the product and gives examples of what is not appropriate use for Trinsic Unlimited Service.

Calls made outside of the normal residential person-to-person voice only tariffs must stop immediately to ensure that your long distance service is not interrupted. If you find that your calling needs are outside of the Trinsic products tariffs, we have several other calling plans that may better meet your needs.

Failure to do so may result in interruption of your long distance service and subsequent disconnection of all services, as allowed by law. Your prompt response is required. We look forward to a quick resolution to this issue.

Thank you for your prompt attention to this matter.

Trinsic Communications, Inc.
1-888-550-9459

TRINSIC APPROPRIATE USE OF SERVICE POLICY

Trinsic's Unlimited service is intended for use as a residential voice service only. Use for any other purpose, including but not limited to small/home office or commercial use, is strictly prohibited and may result in investigation and forfeiture of service. At Trinsic's discretion, customer usage and calling patterns may be periodically reviewed to determine if there are calling patterns other than those considered usual and normal for residential customers. Trinsic may use industry standards, including but not limited to average national usage, as well as personal past calling history in the determination of usual and normal residential usage patterns. Any usage pattern that is not considered usual and normal for residential customers may be considered abuse and can result in the termination of service without notice or possibility of renewal.

Trinsic Communications reserves the right, in its sole discretion, to cancel service for violation of this policy or other terms and conditions of service at any time. By selecting the Trinsic Unlimited service plan, the customer agrees to use the service in accordance with this Appropriate Use of Service Policy and other terms and conditions of service and to indemnify and hold Trinsic Communications harmless from any claims resulting from use or misuse of its products and services.

Service and usage are subject to revisions to this Appropriate Use of Service Policy at the time such revisions are made.

Prohibited Use

The following are examples of prohibited uses of the Trinsic Unlimited service plan that may result in investigation and forfeiture of service: Trinsic does not claim that this represents an exhaustive list of all prohibited uses.

- Use for any type of commercial business
- Use for a home office
- Use for long distance Data/Internet access
- Commercial faxing, fax broadcasting, or fax blasting
- Use of Auto-Dialers or predictive dialer
- Use of phone chat rooms
- Use for call back, call sell, or debit card services
- Use for call centers or telemarketing
- Use for long distance conference bridging
- Use for legal or medical transcription
- Use for resale of service
- Any use not consistent with individual-to-individual two-way residential voice applications, or for which the service is not otherwise intended

Customers who have excessive intrastate or interstate long distance usage in one month may have their service plan evaluated for compliance with this Appropriate Use of Service Policy. Depending on the evaluation results, customers whose use constitutes, in Trinsic's sole discretion, violation of this policy, the Company may, without notice, suspend, restrict, or cancel the Customer's service or may adjust Customer's service to another plan.