



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

April 6, 2021  
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 Statute §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 Domingo Chalaisant's attention at 407-659-8754 ; dchalaisant@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

- COM \_\_\_\_\_
- AFD \_\_\_\_\_
- APA \_\_\_\_\_
- ECO \_\_\_\_\_
- ENG \_\_\_\_\_
- GCL \_\_\_\_\_
- IDM I
- CLK \_\_\_\_\_

Inteserra Compliance

RECEIVED-PPSC  
21 APR -6 PM 12: 11  
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

## Public Version

### 2021 Competitive Local Exchange Carrier (CLEC) Questionnaire

(Due by April 15, 2021)\*

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, 2020**.  
*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"/> Private line/special access <input type="checkbox"/> VoIP <input type="checkbox"/> Wholesale transport <input type="checkbox"/> Interexchange service <input type="checkbox"/> Cellular/wireless service	<input type="checkbox"/> Wholesale loops <input type="checkbox"/> Fiber or copper based video service <input type="checkbox"/> Cable television <input type="checkbox"/> Satellite television <input type="checkbox"/> Broadband Internet access <input type="checkbox"/> Other
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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.



Public

Main Menu (dashboard.xhtml)

Submission Menu (/form477/submission-menu.xhtml?jftfdi=&jffi=submission-menu&refid=bVYjlc&pageCode=vote-menu&FBDerror=true&FBSerror=true&PIerror=true&MWBDerror=true&MWBSAerror=true&MWVDerror=true&MWBSerror=true&MLTerror=true&FVerror=true) Form 477 Instructions (https://us-fcc.box.com/v/Form477Instructions) Form 477 Instructions (through June 2019) (https://us-fcc.box.com/v/Form477InstThruJ

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

FRN: 0004333068

Matrix Telecom, Inc.

Operations: Non-ILEC | Data as of: Dec 31, 2020

Submission Status

Original - Submitted

Last Updated: Mar 1, 2021 11:23:27

### Interconnected VoIP Subscriptions

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

1. allocate over-the-top iVoIP subscriptions, where you provide service to end users without also supplying last-mile facilities, between Consumer and Business / Government subscribers;
2. allocate all other iVoIP 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**

- Alabama
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

\* All fields are required

### Florida

**Grand Totals, by End-user Type**

Total:	Consumer:	Business / Gov. (Government):
<input type="text"/>	<input type="text"/>	<input type="text"/>

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**Over-the-top Subscriptions**

Service to End Users Provided Without also Supplying Last-mile Facilities

Total:	Consumer:	Business / Gov. (Government):
<input type="text"/>	<input type="text"/>	<input type="text"/>

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**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):
<input type="text"/>	<input type="text"/>	<input type="text"/>

---

by Services Sold

Total:	Voice with Internet:	Voice without Internet:
<input type="text"/>	<input type="text"/>	<input type="text"/>

---

by Last-mile Medium

Total:	FTTP:	Coaxial Cable:	Fixed Wireless & Satellite:	Copper:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel
Next State
Finished »

For help or assistance please contact us at 1-877-480-3201 or 1-717-338-2824 (TTY) or you may submit requests online via **e-support**. (<https://esupport.fcc.gov/request.htm>)

Federal Communications Commission  
45 L Street NE  
Washington, DC 20554

Phone: 1-888-225-5322  
TTY: 1-888-835-5322  
Fax: 1-866-418-0232  
E-mail: [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
(<mailto:fccinfo@fcc.gov>)

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Required Browser & Plug-ins  
(<http://www.fcc.gov/encyclopedia/required-plug-ins-players-and-readers>)

FOIA (<http://www.fcc.gov/foia>)  
No Fear Act Data  
(<http://www.fcc.gov/encyclopedia/no-fear-act-data>)  
Open Government Directive  
(<http://www.fcc.gov/open>)  
Plain Writing Act  
(<http://www.fcc.gov/encyclopedia/plain-writing-fcc>)  
2009 Recovery and Reinvestment Act  
(<http://www.fcc.gov/encyclopedia/american-recovery-and-reinvestment-act-2009>)



[Cancel](#)

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Fax: 1-866-418-0232  
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(<mailto:fccinfo@fcc.gov>)

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(<http://www.fcc.gov/encyclopedia/plain-writing-fcc>)  
2009 Recovery and Reinvestment Act  
(<http://www.fcc.gov/encyclopedia/american-recovery-and-reinvestment-act-2009>)