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September 1, 2004

Ms. Beth W. Salak, Director  
Division of Competitive Markets and Enforcement  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Salak:

Attached are copies of the following tariff page from our General Services Tariff:

**General Services, Section A2.6**

7th Revised Page 17

Pursuant to Florida Statutes Section 364.051, Verizon submits this filing. The purpose of this filing is to change the Late Payment Charge from one and a half percent to one and a half percent or \$3.50 whichever is greater. This proposed change was included in the July 30, 2004 price cap filing but the tariff pages were inadvertently left out, thus we are filing them separately for a September 16, 2004 effective date.

Please handle this filing as required for approval.

If you require additional information, please contact Carlton A. Ball at (813) 483-2529.

Sincerely,  
David M. Christian  
Assistant Vice President  
Regulatory Affairs Florida

DMC:cb  
Attachments

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances

.4 Allowance for Interruptions (Continued)

c. Private Line Service

- (1) When service utilizing two-wire or four-wire intraexchange Local Channels is interrupted for a period of 24 hours or more, credit is allowed for the proportionate part of the monthly charge in multiples of one day for each 24 hours or major fraction thereof of interruption for the portion of the service affected by the interruption.
- (2) For service utilizing Local Channels other than those preceding, no credit is allowed for interruption to service of less than 30 minutes. Interruptions of 30 minutes or over are credited to the subscriber at the proportionate monthly charge in half-hour multiples for each half-hour or major fraction thereof of interruption.

.5 Provision for Certain Taxes and Fees

- a. When a municipality or political subdivision of the state charges the Company any license, occupational, franchise, inspection or other similar tax or fee, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, the aggregate amount of such taxes and fees will be billed, insofar as practical, pro rata to exchange subscribers receiving service in the municipality or political subdivision. (T)

.6 Late Payment Charge

- a. A Late Payment Charge of one and a half percent (1.5%) or \$3.50, whichever is greater, will be applied to each customer's bill (including accounts billed in accordance with the Company's Billing and Collection Services Agreements) when the previous month's bill has not been paid in full prior to the next billing date. The 1.5 percent or \$3.50 minimum charge is applied to the total unpaid amount carried forward, and is included in the total amount due on the current bill. This tariff shall apply to federal and state government pursuant to existing statutes applicable to those governmental entities. Effective January 1, 1992, county and municipal governments will be assessed a 1% Late Payment Charge in accordance with the provisions of the Florida Prompt Payment Act, Sections 218.70-218.79, Florida Statutes. (C) (1)

7. Service Performance Guarantee

a. Business

- (1.) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes to in this tariff.
- (2.) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3.) Credit will be provided in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will appear as either a \$100.00 credit on the customer's bill or something of equal value, as mutually agreed upon between the customer and the Company, will be provided to the customer.
- (4.) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services.

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