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July 6, 2005

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 new tariff pages filed as part of the Verizon Florida Inc. General Services Tariff.

Section A2 General Regulations
2nd Revised Page 15.2
12th Revised Page 16

The purpose of this filing is to revise and clarify the terms and conditions of payment for service. This proposed language change has been reviewed by the Commission Staff.

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

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

DMC:sv
Attachments

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances (Continued)

.2 Credit and Deposits for Applicants (Continued)

g. Advanced Credit Management (Continued)

(2) Regulations

- (d.) Customers may call the Customer Contact Center during normal business hours to receive a current account balance. The account balances will be updated on a daily basis.
- (e.) When a customer reaches the established credit limit, five working days written notice will be provided to the customer. The written notice shall be separate and apart from the regular monthly bill.
- (f.) Fifty percent (50%) of the account credit limit amount must be paid plus any amount over the credit limit. If the minimal amount due on the notice is not paid, access to 1+, 0+, and all 900/976/700 calls will be blocked where facilities are available. In addition, the Company will restrict all collect, credit card and third number bill calls. Access to the local calling area and emergency services will not be blocked. A recording will advise the customer that blocking has been imposed when dialing or billing attempts are initiated. Once the customer has been blocked, the block will only be removed if the minimum amount due is paid. A Restoration of Service charge is not applicable when the customer's toll service is unblocked.

.3 Payment for Service

- a. The subscriber is responsible for payment of all appropriate charges for completed calls, services, and equipment. All charges due by the subscriber are payable at the Company's Business Office or at any agency duly authorized to receive such payments. Any objection to billed charges shall be promptly reported to the Company. Adjustments to customers bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where any undercharge in billing of the subscriber is the result of a Company mistake, the Company may not backbill in excess of twelve months. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled unless otherwise ordered by the Florida Public Service Commission.
- b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long-distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station, and for charges charged to the subscriber from another station by any person entitled to use of the service as provided in A2.2.1b.
 - (1) A return payment charge will be applied to each payment dishonored by the institution. A charge of \$25.00 if the face value of the payment does not exceed \$50.00; \$30.00 if the face value of the payment exceeds \$50.00 but does not exceed \$300.00, and \$40.00 if the face value of the payment exceeds \$300.00, or 5% of the face value of the payment, whichever is greater, will apply whenever a payment for service is not accepted by the institution on which it is written.¹ Return Payment Charge applies to any payments which are unable to be processed, but is not limited to: Insufficient funds; unable to locate account; account closed; balance held; drawn against uncollected funds; account garnished; payment stopped; no funds; account frozen; or post no debits.

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(M) Material previously appeared on Page 16.

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A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances (Continued)

.3 Payment for Service (Continued)

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(M)
- c. Bills shall not be considered delinquent prior to the expiration of fifteen (15) days from the date of mailing or delivery by the Company. However, the Company may demand immediate payment under the following circumstances:
 - (1) Where service is terminated or abandoned;
 - (2) Where toll service is two (2) times greater than the subscriber's average usage as reflected on the monthly bills for the three (3) months prior to the current bill or, in the case of a new subscriber who has been receiving service for less than four (4) months, where the toll service is twice the estimated monthly toll service.
 - d. Should service be suspended for non-payment of charges, restoration of service will be made only as provided under "Restoration Charge" in Section A4. of this Tariff.
 - e. When the service has been disconnected for non-payment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement, which is subject to the provisions of this Tariff.
 - f. At its discretion, the Company may restore or reestablish service which has been suspended or disconnected for non-payment of charges without payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid, or for the violation of the provisions of this Tariff; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver to suspend or disconnect service for non-payment of such account or any other past due account.

.4 Allowance for Interruptions

- a. Customers experiencing a service outage exceeding the periods described in b. and c. following will receive a credit allowance as provided in b. and c. following, and a Service Performance Guarantee credit as provided in A 2.4.7 of this Tariff.
- b. Exchange Service
 - (1) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed automatically, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this Tariff. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days. (T)

¹ Nonpayment of the charge will not constitute sufficient cause for interruption or cancellation of service.

(M) Material previously on this page transferred to Page 15.2.

A2. GENERAL REGULATIONS

A2.4 Payment Arrangements and Credit Allowances (Continued)

.3 Payment for Service

- (M)
- a. ~~All charges due by the customer are payable at the Company's business office or at any agency duly authorized by the Company to receive such payments. Any errors, irregularities, or objections to the bill must be made by the customer to the Company within a period of sixty (60) days from the date of the bill. If no report of any error, irregularity, or objection to a bill is received by the Company from the customer within said 60 day period, the billing shall be deemed correct. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend, or other compensation on the amount overbilled.~~
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