

**David Christian**  
Vice President  
Regulatory Affairs Florida



106 E. College Ave  
Tallahassee, Florida 32301  
Telephone 850-224-3963  
Fax 850-222-2912  
david.christian@verizon.com

June 30, 2009

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 revised tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A3 Basic Local Exchange Service

11th Revised Page 12

6th Revised Page 13

The purpose of this filing is to increase the service charge for Operator Assisted calls.

If you require additional information, please call Demetria Clark at (850) 222-5479.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 Operator Assisted Local Calls

.1 Operator Assistance Charges

- a. All types of local exchange service have local calling areas as specified in A3.5 of this Tariff, which are the areas that can be called on a Flat Rate basis (no charge for individual calls), on a Local Coin Call Rate basis, on a Message Rate basis (calls charged for as message units) or on a Measured Service basis (charges based on a combination of one or more rating elements). Local calling area also includes Extended Calling Service (ECS) exchanges as specified in Section A3.15.
- b. Local Dial Call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- c. Operator Ringback: Upon customer request, the Operator conducts a call-back line test on non-TELCO provided equipment in order to check the status of the telephone line. The customer will be charged the Operator Assisted Sent-Paid rate for the service. Network troubles are excluded from charge. The exception for handicapped persons will still apply.
- d. The following service charges for local calls apply in addition to the local dial rate applicable.

(1) Station	<u>Per Call</u>
(a) Customer Dialed Calling Card	\$.95
(b) Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service).	1.60
(c) All other (including Operator Assisted Sent-Paid, Collect, Third Number, and Credit Card calls).	3.75 (I)

(2) Person-to-Person

(a) All calls	3.75 (I)
---------------	----------

d. The following Operator Assisted Local Calls are exempted from the service charge:

- (1) Calls to designated Company numbers for official telephone business.
- (2) Emergency calls to recognizable authorized civil agencies.
- (3) Those cases where a Company operator provided assistance to:
  - (a) Reestablish a call which has been interrupted after the called number has been reached.
  - (b) Reach the called number where problems prevent subscriber dial completion.
  - (c) Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

2. Payphone Usage Surcharge

- a. In addition to the operator assistance service charge, all local coin calls utilizing operator handling services will be at the local coin rate.
- b. In addition to any applicable operator assistance service charge, the following Public Payphone Usage Surcharge applies to all completed local and intraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

(1) Public Payphone Usage Surcharge	<u>Per Call</u>
(a) All calls not paid by coin	\$.25

- c. The Public Payphone Usage Surcharge does not apply to calls made to emergency numbers (911) or a telecommunications relay service (TRS), or to local calls for which the caller has made the coin deposit.

## A3. BASIC LOCAL EXCHANGE SERVICE

A3.12 Verification and Emergency Interrupt Service

## .1 General

- a. Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The subscriber shall indemnify and save the company harmless against all claims that may arise from either party to the interrupted call or any person.
- b. Verification
  - (1) The Company furnishes Verification Service for the purpose of verifying a busy line condition.
  - (2) A subscriber originated request for verification of a local number, other than an emergency agency number, is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if no conversation is detected.
- c. Emergency Interrupt Service
  - (1) The Company furnishes Emergency Interrupt Service when a subscriber, who has originated a verification request to a number which has conversation, informs the operator that an urgent or emergency situation exists and requests that the operator have the conversation cleared.
  - (2) A subscriber originated request for Emergency Interrupt to a local number, other than an emergency agency number, is a chargeable Emergency Interrupt request.
  - (3) No charge will apply if the requesting subscriber identifies that the call is to or from an official emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state, or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire departments, licensed hospitals, etc.

## .2 Rates

- a. A charge of \$3.75 is applicable for each chargeable verification request as defined above. (l)
- b. A charge of \$3.75 is applicable for each chargeable Emergency Interrupt request as defined above, in addition to the applicable charge for verification. (l)

NOTE 1: Charges may not be billed to the number being verified or interrupted on either a credit card, collect basis, or a third number basis.

NOTE 2: If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for operator assisted local calls, as specified in A3.11 preceding, apply in addition to the applicable Verification or Emergency Interrupt charge.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 Operator Assisted Local Calls

.1 Operator Assistance Charges

- a. All types of local exchange service have local calling areas as specified in A3.5 of this Tariff, which are the areas that can be called on a Flat Rate basis (no charge for individual calls), on a Local Coin Call Rate basis, on a Message Rate basis (calls charged for as message units) or on a Measured Service basis (charges based on a combination of one or more rating elements). Local calling area also includes Extended Calling Service (ECS) exchanges as specified in Section A3.15.
- b. Local Dial Call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- c. Operator Ringback: Upon customer request, the Operator conducts a call-back line test on non-TELCO provided equipment in order to check the status of the telephone line. The customer will be charged the Operator Assisted Sent-Paid rate for the service. Network troubles are excluded from charge. The exception for handicapped persons will still apply.
- d. The following service charges for local calls apply in addition to the local dial rate applicable.

(1) Station	<u>Per Call</u>
(a) Customer Dialed Calling Card	\$.95
(b) Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service).	1.60
(c) All other (including Operator Assisted Sent-Paid, Collect, Third Number, and Credit Card calls).	<del>2.50</del> <u>3.75 (I)</u>

(2) Person-to-Person

(a) All calls	<del>3.25</del> <u>3.75 (I)</u>
---------------	---------------------------------

- d. The following Operator Assisted Local Calls are exempted from the service charge:
  - (1) Calls to designated Company numbers for official telephone business.
  - (2) Emergency calls to recognizable authorized civil agencies.
  - (3) Those cases where a Company operator provided assistance to:
    - (a) Reestablish a call which has been interrupted after the called number has been reached.
    - (b) Reach the called number where problems prevent subscriber dial completion.
    - (c) Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

2. Payphone Usage Surcharge

- a. In addition to the operator assistance service charge, all local coin calls utilizing operator handling services will be at the local coin rate.
- b. In addition to any applicable operator assistance service charge, the following Public Payphone Usage Surcharge applies to all completed local and intraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

(1) Public Payphone Usage Surcharge	<u>Per Call</u>
(a) All calls not paid by coin	\$.25

- c. The Public Payphone Usage Surcharge does not apply to calls made to emergency numbers (911) or a telecommunications relay service (TRS), or to local calls for which the caller has made the coin deposit.

## A3. BASIC LOCAL EXCHANGE SERVICE

A3.12 Verification and Emergency Interrupt Service

## .1 General

- a. Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The subscriber shall indemnify and save the company harmless against all claims that may arise from either party to the interrupted call or any person.
- b. Verification
  - (1) The Company furnishes Verification Service for the purpose of verifying a busy line condition.
  - (2) A subscriber originated request for verification of a local number, other than an emergency agency number, is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if no conversation is detected.
- c. Emergency Interrupt Service
  - (1) The Company furnishes Emergency Interrupt Service when a subscriber, who has originated a verification request to a number which has conversation, informs the operator that an urgent or emergency situation exists and requests that the operator have the conversation cleared.
  - (2) A subscriber originated request for Emergency Interrupt to a local number, other than an emergency agency number, is a chargeable Emergency Interrupt request.
  - (3) No charge will apply if the requesting subscriber identifies that the call is to or from an official emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state, or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire departments, licensed hospitals, etc.

## .2 Rates

- a. A charge of \$ ~~2.503.75~~ is applicable for each chargeable verification request as defined above. (1)
- b. A charge of \$ ~~2.253.75~~ is applicable for each chargeable Emergency Interrupt request as defined above, in addition to the applicable charge for verification. (1)

NOTE 1: Charges may not be billed to the number being verified or interrupted on either a credit card, collect basis, or a third number basis.

NOTE 2: If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges for operator assisted local calls, as specified in A3.11 preceding, apply in addition to the applicable Verification or Emergency Interrupt charge.