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May 23, 2008

Beth Salak, Director  
Competitive Markets and Enforcement  
Florida Public Service Commission  
Attn: Tariff Section  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Dear Mrs. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission is the following page of the General Subscriber Service Tariff:

General Subscriber Service Tariff  
Section A2 - Tenth Revised Page 20

The purpose of this filing is to introduce a payment convenience fee for business customers. The effective date of this tariff is June 23, 2008.

Acknowledgment, date of receipt and authority number of this filing are requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (slg)

Regulatory Vice President

Attachments

## **EXECUTIVE SUMMARY**

### Description of Proposed Tariff

This General Subscriber Services Tariff filing provides for a business convenience fee at the same charge and applied under the same conditions as the existing residence convenience fee. The convenience fee will apply when a business customer makes a telephone request for immediate payment processing requiring the assistance of a service representative. This administrative fee may apply for payment via credit card, an electronic check (ECheck), or any other discretionary type payment that may be accepted by the Company on a telephone request. This fee will not apply for payments taken directly by subscribers to authorized Company payment locations, payments mailed in, automatic funds transfer, or payment through the Company internet website. Business accounts with an assigned account manager may be exempt from the fee. The subscriber will be informed of any applicable charges prior to processing the subscriber's request.

The proposed business convenience fee is \$5.00 per telephone request.

The proposed effective date of this filing is June 23, 2008.

**A2. GENERAL REGULATIONS**

**A2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**A2.4.3 Payment for Service (Cont'd)**

**H. Toll Credit Limit (TCL) (Cont'd)**

1. (Cont'd)

c. Existing Service

Residence subscribers with overdue bill balances who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the charges are paid. These subscribers may arrange to pay the outstanding balance in up to four (4) installment payments. (⊕)

**I.** Residence subscribers with overdue bill balances for their existing service, which has been temporarily suspended for nonpayment, who are unable to pay the overdue charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the overdue charges are paid. These subscribers may arrange to pay the outstanding balance in up to twelve (12) monthly installment payments. An Installment Billing Service Fee may apply as specified in Section A4. (⊕)

**J. Miscellaneous Fees Associated With Payments**

1. Payment Convenience Fee for Payment Made Via Telephone Call

A fee may apply for each instance of payment of outstanding charges when authorized by the subscriber by telephone (whether such telephone call was initiated by the subscriber or by the Company) and when the method of payment would allow the payment to be immediately credited to the subscriber's account, such as payment via a credit card, an electronic check (eCheck), or any other discretionary type payment that may be accepted by the Company through such telephone contacts. This fee will not apply for payments taken directly by subscribers to authorized Company payment locations, payments mailed in, automatic funds transfer, payment through the ~~BellSouth~~ Company Internet website ([www.bellsouth.com](http://www.bellsouth.com) or [www.att.com](http://www.att.com)), telephone payments utilizing an Integrated Voice Response Unit (IVRU), and other conventional methods of payments. The subscriber would be informed of any applicable charges prior to processing the subscriber's request. (⊕)

a. Rates and Charges

(1) Per Telephone Request

	<b>Rate</b>	<b>USOC</b>	
(a) Residence	<b>\$5.00</b>	<b>NA</b>	(⊕)
(b) <u>Business</u>	<u>5.00</u>	<u>NA</u>	(N)

~~2. (DELETED)~~

**A2.4.4 Allowance for Service Outages**

When the use of service or facilities furnished by the Company becomes unavailable 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, for the service and facilities rendered useless and inoperative by reason of the service outage during the time the outage continues in excess of twenty-four (24) 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 (30) days. (⊕)

## A2. GENERAL REGULATIONS

### A2.4 Payment Arrangements and Credit Allowances (Cont'd)

#### A2.4.3 Payment for Service (Cont'd)

##### H. Toll Credit Limit (TCL) (Cont'd)

###### 1. (Cont'd)

###### c. Existing Service

Residence subscribers with overdue bill balances who are unable to pay the charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their existing service, at no charge, until the charges are paid. These subscribers may arrange to pay the outstanding balance in up to four (4) installment payments.

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###### a. Rates and Charges

###### (1) Per Telephone Request

	<b>Rate</b>	<b>USOC</b>
(a) Residence	<b>\$5.00</b>	<b>NA</b>
(b) Business	<b>5.00</b>	<b>NA</b>

(N)

#### A2.4.4 Allowance for Service Outages

When the use of service or facilities furnished by the Company becomes unavailable 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, for the service and facilities rendered useless and inoperative by reason of the service outage during the time the outage continues in excess of twenty-four (24) 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 (30) days.