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**EMBARQ**<sup>TM</sup>

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May 19, 2006

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

RE: **TL727**

Dear Ms. Salak:

Attached for filing, please find the following revised pages for the Embarq Florida, Inc, General Exchange Tariff. This filing is submitted with a proposed effective date of June 5, 2006. The Company's tariffs are available on its website at [www.embarq.com/tariffs](http://www.embarq.com/tariffs).

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Section A13	Tenth Revised Contents Sheet 6
	Fifth Revised Sheet 120
	Sixth Revised Sheet 121

This filing introduces a Satisfaction Guarantee Program for business customers.

Commission consideration and timely approval of these pages are respectfully requested. If you have questions or need additional information regarding this filing, please call Nancy Schnitzer at 850-599-1276.

Sincerely,

Mary L. Matthews

cc: Nancy Schnitzer  
Attachments

FL 06-28

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

Eighteenth Revised Sheet 12  
 Cancelling Seventeenth Revised Sheet 12  
 Effective: June 5, 2006

By: F. B. Poag  
 Director

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

By: F. B. Poag  
Director

SECTION A13  
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Cancelling Ninth Revised Contents Sheet 6  
Effective: June 5, 2006

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

By: F. B. Poag  
Director

SECTION A13  
Fifth Revised Sheet 120  
Cancelling Fourth Revised Sheet 120  
Effective: June 5, 2006

MISCELLANEOUS SERVICE ARRANGEMENTS

**AA. SATISFACTION GUARANTEE PROGRAM**

(N) (T)

**1. GENERAL**

- a. A Satisfaction Guarantee Program is provided for business customers who subscribe to any business service provided under this tariff. Under this program, a customer may cancel service within 90 days of the service installation date without incurring a contractual termination liability or payment of any minimum service period amounts when the customer is not satisfied with the service provided by the Company. To qualify the customer must submit the cancellation notice to the Company via a web based on-line form within 90 days of the service installation date and at least 48-hours before the Company receives a disconnection request from the customer or its new Local Telephone Service Provider.
- b. If the customer had service at the same location from another Local Telephone Service Provider prior to obtaining service from the Company and returns to that provider, the customer may be eligible for reimbursement of up to \$500 per customer location by the Company of the installation charges assessed by the provider. To be eligible, the service must be of the same type, level, and under the same contractual period as was provided by that provider immediately prior to obtaining service from the Company.
- c. All reimbursements will be issued in the form of a check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Company. Credits against past due invoice amounts will not be issued. The reimbursement check will be issued upon the Company's receipt of payment of all invoices.

**2. TERMS AND CONDITIONS**

- a. The customer must provide the Company with notice of cancellation prior to contacting the former Local Telephone Service Provider to have service re-connected. When re-connecting with a former Local Telephone Service Provider the customer must allow the Company a maximum of 30 days from the date the customer's cancellation notice is received prior to having the service(s) disconnected.
- b. To receive reimbursement under this program, the customer must submit in writing a completed Satisfaction Guarantee Program reimbursement claim form to the Company within three months of the customer's service disconnect date. Reimbursements will be processed within 60 business days from the date the Company receives the reimbursement claim form. The reimbursement claim form must contain the following:
  - 1) Notice that the customer is invoking the Satisfaction Guarantee Program;
  - 2) Identification of prior service(s) that were disconnected by the Company;
  - 3) Reasons for disconnecting service(s);

(N)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

By: F. B. Poag  
Director

SECTION A13  
Sixth Revised Sheet 121  
Cancelling Fifth Revised Sheet 121  
Effective: June 5, 2006

MISCELLANEOUS SERVICE ARRANGEMENTS

**AA. SATISFACTION GUARANTEE PROGRAM (Cont'd)**

(N)(T)

**2. TERMS AND CONDITIONS (Cont'd)**

**b. To receive the reimbursement under this program. (Continued)**

- 4) Signature of a customer representative requesting the Satisfaction Guarantee Program including telephone number and address;**
- 5) A copy of an invoice from the customer's former Local Telephone Service Provider listing the applicable installation charges;**
- 6) A copy of the customer's last invoice with the Company; and**
- 7) A copy of the customer's last invoice for services received from the former Local Telephone Service Provider immediately prior to switching to the Company.**

**3. LIMITATIONS**

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.**
- b. If the customer did not previously have service at the same location to which the service was provided, or if the former Local Telephone Service Provider will not or cannot provide service of the same type, level, and under the same contractual period as previously provided, the Company will not reimburse the customer for installation charges.**
- c. If the customer who cancels the service(s) provided by the Company obtains service from a Local Telephone Service Provider other than the former Local Telephone Service Provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.**
- d. The reimbursement of installation charges is limited to a maximum of \$500 per customer location for each customer location that qualifies under the program.**

**4. LIABILITY LIMITATIONS**

**The Company is not liable for any outage, damages or inconvenience encountered by the customer when switching service back to its former Local Telephone Service Provider.**

(N)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

~~Seventeenth~~ Eighteenth Revised Sheet 12  
 Cancelling ~~Sixteenth~~ Seventeenth Revised Sheet 12  
 Effective: ~~May 4, 2005~~ June 5, 2006

By: F. B. Poag  
 Director

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

SECTION A13

By: F. B. Poag  
Director

~~Tenth Ninth~~ Revised Contents Sheet 6  
Cancelling ~~Ninth Eighth~~ Revised Contents Sheet 6  
Effective: ~~June 5, 2006~~ November 1, 2005

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

SECTION A13

By: F. B. Poag  
Director

~~Fifth Fourth~~ Revised Sheet 120  
Cancelling ~~Fourth Third~~ Revised Sheet 120  
Effective: ~~June 5, 2006~~ March 16, 2005

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. SATISFACTION GUARANTEE PROGRAM

1. GENERAL

- a. A Satisfaction Guarantee Program is provided for business customers who subscribe to any business service provided under this tariff. Under this program, a customer may cancel service within 90 days of the service installation date without incurring a contractual termination liability or payment of any minimum service period amounts when the customer is not satisfied with the service provided by the Company. To qualify the customer must submit the cancellation notice to the Company via a web based on-line form within 90 days of the service installation date and at least 48-hours before the Company receives a disconnection request from the customer or its new Local Telephone Service Provider.
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- c. All reimbursements will be issued in the form of a check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Company. Credits against past due invoice amounts will not be issued. The reimbursement check will be issued upon the Company's receipt of payment of all invoices.

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  - 3) Reasons for disconnecting service(s);

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc.

SECTION A13

By: F. B. Poag  
Director

~~Sixth Fifth~~ Revised Sheet 121  
Cancelling ~~Fifth Fourth~~ Revised Sheet 121  
Effective: ~~June 5, 2006~~ November 1, 2005

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. SATISFACTION GUARANTEE PROGRAM (Cont'd)

2. TERMS AND CONDITIONS (Cont'd)

b. To receive the reimbursement under this program... (Continued)

- 4) Signature of a customer representative requesting the Satisfaction Guarantee Program including telephone number and address;
- 5) A copy of an invoice from the customer's former Local Telephone Service Provider listing the applicable installation charges;
- 6) A copy of the customer's last invoice with the Company; and
- 7) A copy of the customer's last invoice for services received from the former Local Telephone Service Provider immediately prior to switching to the Company.

3. LIMITATIONS

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.
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- c. If the customer who cancels the service(s) provided by the Company obtains service from a Local Telephone Service Provider other than the former Local Telephone Service Provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
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