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January 18, 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, we are filing revisions to our General Subscriber Service Tariff. Attached for filing with the Commission are the following tariff pages:

## **General Subscriber Service Tariff**

Subject Index - Seventh Revised Page 15

Section A13 - Contents - Eighth Revised Page 9

Fifth Revised Page 92

Section A113 - Contents - Original Page 4

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These revisions move Internet Call Waiting to the Obsolete tariff and grandfather the service.

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

Yours very truly,

Jerry D. Hendrix (slg)

Vice President - Regulatory Relations

Attachments



## **Executive Summary**

#### Introduction

Internet Call Waiting is an optional feature available to residence customers that allows a subscriber to manage incoming calls while the subscriber's line is being used for dial-up Internet connection. This tariff filing moves Internet Call Waiting to the Obsolete tariff and grandfathers the service.

## Rationale for Change

Internet Call Waiting was created to make it more convenient for a customer to use a single telephone line for dial-up internet access and voice telecommunications. DSL and other broadband services have in large part eliminated the need for Internet Call Waiting service. There are currently fewer than 600 customers in Florida. By grandfathering this service for six months, the number of customers will continue to decline and remaining customers will have time to make alternative service arrangements.

## Revenue Impact

With the proliferation of DSL service, the demand for dial-up internet service and Internet Call Waiting has declined to a point that Internet Call Waiting will no longer be a profitable service before it is discontinued in July, 2008.

### **Impact on Customers**

Customers will receive direct mail notification of this change after January 19, 2008. The service will be discontinued on or after July 8, 2008.

In the interim, customers can evaluate several options to select the alternative that suits them best. Among the alternatives are DSL Internet service, call waiting features offered by some Internet service providers or by other calling feature service providers, an additional telephone line, or forwarding busy line calls to a mobile telephone.

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GENERAL SUBSCRIBER SERVICE TARIFF Seventh Revised Page 15Sixth Revised Page 15

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EFFECTIVE: January 19, 2008EFFECTIVE: August 14, 2004

BY: Marshall M. Criser III, President -FLBY: Joseph P. Lacher, President -FL Miami, Florida

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EFFECTIVE: January 19, 2008 EFFECTIVE: November 1, 2007

BY: Marshall M. Criser III, President -FL Miami, Florida

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### A13. MISCELLANEOUS SERVICE ARRANGEMENTS

## A13.73 Reserved For Future Use

## A13.74 Reserved For Future Use

## A13.75 Reserved For Future Use

## A13.76 Internet Call Waiting Service (Obsoleted, See Section A113.)

## (O)(T)

(T)

(T)

### **A13.76.1** Definition of Feature Offering

- A. Internet Call Waiting service (ICW) allows customers to manage their incoming calls while logged onto the Internet. When a customer is on the Internet with ICW running and receives a call, a small window pops up on the computer screen with the name and number of the caller and four disposition options for the call. Those options are as follows:
  - 1. Accept the Call: This option terminates the Internet session. The user then must wait for the phone to ring to pick up the call.
  - 2. Send the Call to Voice Mail: This option sends the caller to voice mail if the ICW subscriber has voice mail.
  - 3. Place the Call on Hold: With this option the subscriber can generate a network announcement to the caller to please hold while the subscriber completes the current call.
  - 4. Forward the Call: The subscriber can route the call to another pre-selected phone number
  - 5. Ignore the Call/Time Out: If the subscriber fails to choose a disposition option within 24 seconds, the time out condition will occur. The caller will hear continuous ringing until the call is disconnected. This is a default option for customers who do not subscribe to Voice Mail.

#### **A13.76.2** Regulations and Limitations of Service

- A. The following regulations and limitations apply:
  - Internet Call Waiting service is provided subject to the availability of facilities.
  - 2. Internet Call Waiting service is available to single and multi-line residence customers.
  - 3. Internet Call Waiting service is not compatible with ISDN, ADSL, Prestige, Privacy Manager service, FCO or FX service.
  - 4. The Company's liability arising out of the provision of Internet Call Waiting service, including but not limited to delivery or non-delivery of calling numbers/names, or the provision of other anonymity options to law enforcement agencies, is limited as set forth in A2.5.1.
  - 5. Telephone numbers/names transmitted via Internet Call Waiting service are intended solely for the use of the subscriber of this service. Resale of this information is prohibited.
  - 6. Internet Call Waiting service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
  - 7. Services charges do not apply for download of the Internet Call Waiting software.

#### A13.76.3 Rates and Charges<sup>1</sup>

A. The following rate is for Internet Call Waiting Service only and is in addition to the applicable monthly rate for exchange access line service and any other service with which this service is associated.

Residence

(a) Per Line Wonthly Rate CWNET

Note 1: The monthly rate for ICW will be waived for the first thirty days of service.

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TELECOMMUNICATIONS, INC. FLORIDA

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# A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

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A113.76 Internet Call Waiting Service	(O)(T)
(Obsoleted January 19, 2008, Type 4, not available for new installations, additions to existing installations or moves to a different customer location. This service will be discontinued on or after July 8, 2008.)	(N)
A113.76.1 Definition of Feature Offering	(O)(T)
A. Internet Call Waiting service (ICW) allows customers to manage their incoming calls while logged onto the Internet. When a customer is on the Internet with ICW running and receives a call, a small window pops up on the computer screen with the name and number of the caller and four disposition options for the call. Those options are as follows:	<u>(O)</u>
1. Accept the Call: This option terminates the Internet session. The user then must wait for the phone to ring to pick up the call.	<u>(O)</u>
2. Send the Call to Voice Mail: This option sends the caller to voice mail if the ICW subscriber has voice mail.	(O)
3. Place the Call on Hold: With this option the subscriber can generate a network announcement to the caller to please hold while the subscriber completes the current call.	<u>(O)</u>
4. Forward the Call: The subscriber can route the call to another pre-selected phone number	(O)
5. Ignore the Call/Time-Out: If the subscriber fails to choose a disposition option within 24 seconds, the time-out condition will occur. The caller will hear continuous ringing until the call is disconnected. This is a default option for customers who do not subscribe to Voice Mail.	<u>(O)</u>
A113.76.2 Regulations and Limitations of Service	(O)(T)
A. The following regulations and limitations apply:	(O)
1. Internet Call Waiting service is provided subject to the availability of facilities.	(O)
2. Internet Call Waiting service is available to single and multi-line residence customers.	(O)
3. Internet Call Waiting service is not compatible with ISDN, ADSL, Prestige, Privacy Manager service, FCO or FX service.	<u>(O)</u>
4. The Company's liability arising out of the provision of Internet Call Waiting service, including but not limited to delivery or non-delivery of calling numbers/names, or the provision of other anonymity options to law enforcement agencies, is limited as set forth in A2.5.1.	<u>(O)</u>
5. Telephone numbers/names transmitted via Internet Call Waiting service are intended solely for the use of the subscriber of this service. Resale of this information is prohibited.	<u>(O)</u>
<ol> <li>Internet Call Waiting service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.</li> </ol>	<u>(O)</u>
7. Services charges do not apply for download of the Internet Call Waiting software.	(O)
A113.76.3 Rates and Charges <sup>1</sup>	(O)(T)
A. The following rate is for Internet Call Waiting Service only and is in addition to the applicable monthly rate for exchange access line service and any other service with which this service is associated.	<u>(O)</u>
1. Residence	(O)
Monthly Rate USOC	
(a) Per Line \$6.95 CWNET	<u>(O)</u>
<b>Note 1:</b> The monthly rate for ICW will be waived for the first thirty days of service.	(O)

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Miami, Florida

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13.66	Reserved for Future Use	36	(N
13.67	Reserved for Future Use	36	(N
13.68	Reserved for Future Use	36	(N
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A113.64 Reserved For Future Use	(N
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# A113. OBSOLETE SERVICE OFFERINGS - MISCELLANEOUS SERVICE ARRANGEMENTS

A113.7	'6 I	nternet Call Waiting Service	(O)(T)
		d January 19, 2008, Type 4, not available for new installations, additions to existing installations or moves to a different location. This service will be discontinued on or after July 8, 2008.)	(N)
A113.	76.1	Definition of Feature Offering	(O)(T)
A.	custo	met Call Waiting service (ICW) allows customers to manage their incoming calls while logged onto the Internet. When a omer is on the Internet with ICW running and receives a call, a small window pops up on the computer screen with the e and number of the caller and four disposition options for the call. Those options are as follows:	(O)
	1.	Accept the Call: This option terminates the Internet session. The user then must wait for the phone to ring to pick up the call.	(O)
	2.	Send the Call to Voice Mail: This option sends the caller to voice mail if the ICW subscriber has voice mail.	(O)
	3.	Place the Call on Hold: With this option the subscriber can generate a network announcement to the caller to please hold while the subscriber completes the current call.	(O)
	4.	Forward the Call: The subscriber can route the call to another pre-selected phone number	(O)
	5.	Ignore the Call/Time-Out: If the subscriber fails to choose a disposition option within 24 seconds, the time-out condition will occur. The caller will hear continuous ringing until the call is disconnected. This is a default option for customers who do not subscribe to Voice Mail.	(O)
A113.	76.2	Regulations and Limitations of Service	(O)(T)
Α.	The	following regulations and limitations apply:	(O)
	1.	Internet Call Waiting service is provided subject to the availability of facilities.	(O)
	2.	Internet Call Waiting service is available to single and multi-line residence customers.	(O)
	3.	Internet Call Waiting service is not compatible with ISDN, ADSL, Prestige, Privacy Manager service, FCO or FX service.	(O)
	4.	The Company's liability arising out of the provision of Internet Call Waiting service, including but not limited to delivery or non-delivery of calling numbers/names, or the provision of other anonymity options to law enforcement agencies, is limited as set forth in A2.5.1.	(O)
	5.	Telephone numbers/names transmitted via Internet Call Waiting service are intended solely for the use of the subscriber of this service. Resale of this information is prohibited.	(O)
	6.	Internet Call Waiting service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.	(O)
	7.	Services charges do not apply for download of the Internet Call Waiting software.	(O)
A113.	76.3	Rates and Charges <sup>1</sup>	(O)(T)
Α.		following rate is for Internet Call Waiting Service only and is in addition to the applicable monthly rate for exchange ss line service and any other service with which this service is associated.	(O)
	1.	Residence	(O)
		(a) Per Line Monthly Rate USOC CWNET	(O)
		<b>Note 1:</b> The monthly rate for ICW will be waived for the first thirty days of service.	(O)