

Litigation and Regulatory 5055 North Point Parkway Alpharetta, GA 30022

February 26, 2009

# Transmittal Letter No. 09-02

Tallahassee, Florida 32399-0850

# **VIA E-FILING**

Ms. Beth Salak, Director Division of Competitive Markets and Enforcement Florida Public Service Commission Attn: Tariff Section 2540 Shumard Oak Boulevard

# RE: <u>Verizon Business Services: Tariff No. 6</u>

Remove Redundant Language from Intrastate U.S. Private Line Services Section; Introduce PRI BizPak Promotion, Flex T1 Promotion (Enhanced Package), and Flex T1 Promotion (Entry Package); Extend LD Voice-Outbound 60 Promotion and LD Voice – Wireline to Wireless (A and B) Promotion

Dear Ms. Salak:

MCI Communications Services, Inc. d/b/a Verizon Business Services ("Verizon Business") is filing with your office the enclosed revisions for its FL PSC Tariff No. 6.

Sheet No.	Revision No.
2	3
8	3
8.1	Original
248	1
265	1
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Letter to Ms. Beth Salak February 26, 2009 Page 2

Verizon Business proposes the following, and respectfully requests an effective date of March 1, 2009:

- 1) Remove redundant language located under Section IX.6.2.III.B [Intrastate U.S. Private Line Services (Service Availability and MTTR Credit Process)];
- 2) Introduce PRI BizPak Promotion, Flex T1 Promotion (Enhanced Package), and Flex T1 Promotion (Entry Package); and
- 3) Extend LD Voice-Outbound 60 Promotion and LD Voice-Wireline to Wireless (A and B) Promotion.

If you have any questions regarding this filing, please contact me either at (888) 215-5680 or sandy.chandler@verizonbusiness.com.

Respectively submitted,

Sandy Chandler Tariff Manager

Verizon Business

Enclosure

# **CHECK SHEET**

The title page and pages 1-567 inclusive of this tariff are effective as of the date shown.

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30 31 32 33 34 35 36 37 38 39 40	Original

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ISSUED: February 26, 2009

EFFECTIVE: March 1, 2009

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- SERVICE LEVEL AGREEMENTS (CONT'D.):
  - Pre-VBS III U.S. Private Line Service Level Agreement (Cont'd.)
  - III. Qualification Process.
  - A. General. Customer is eligible to receive credits if Company does not meet the SLA standards set above. To qualify for such credits, Customer must comply with the procedures set forth in this section. Credits are based on a stated percentage of the monthly recurring charge (MRC) for the service component in Customer's Agreement for which the SLA standard has not been met. Subject to the limitations set forth in section IV. A. below, the maximum credit available to Customer under any combination of the Service Availability, Mean Time to Repair and Service Installation Period SLAs within a single calendar month is 100 percent of the MRC for that service component for the month during which the SLA standard was not met. Company data and calculations will be used to determine if an SLA standard has been missed and a credit is due. In addition, Company will not issue credits pursuant to the SLA for more than 6 months in any 12 month period. Company will issue a credit due, net of discounts and taxes, within 90 days of its determination that an SLA standard was not met.
  - B. Service Availability and MTTR Credit Process.

Customer must perform the following to qualify for credit under either the Service Availability or the MTTR standard:

- Open a Trouble Ticket within four hours of first learning of a Hard Outage by using one of the following available methods:
  - Using the Customer Center portal on the Verizon Business website, or
  - Calling the Customer Service toll free number located on Customer's invoice, or

A trouble ticket is required to be opened within four hours of first learning of a Hard Outage; and

- Submit in writing the following information no later than thirty (30) days from the end of the calendar month in which the USPL service was restored:
  - All applicable Trouble Ticket numbers associated with each circuit experiencing Hard Outages;
  - The date and time the Trouble Ticket(s) were opened; and
  - The circuit ID number for each circuit that experienced the Hard Outage.

Failure to comply with each of the preceding requirements may result in Company denying Customer's request for credit under either the Service Availability or MTTR SLA.

A Trouble Ticket is a Company document used to record network service issues. Trouble Tickets are time stamped when opened and closed. The time stamps are used to calculate whether (i) the Service Availability and MTTR standards under this SLA have been met, (ii) the issue reported is considered a Hard Outage claim; and (iii) the issue isn't excluded by the items listed in Section V below.

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### 2. LD Voice-Outbound 60 Promotion

Offer: Company Customers contracting for Long Distance Voice Services (LD Service) provided by MCI Communications Services, Inc. d/b/a Verizon Business Services for the first time will receive a credit (equal to two months Outbound LD Service usage, as described further below) in each succeeding 12-month period (not to exceed a total of three credits) following the date on which the LD Service pricing becomes effective for such Customer, during the Term of its master agreement. The credit will be provided in accordance with the following table, with the month in which the LD Service pricing becomes effective as Month 1, and will be applied to Outbound LD Service usage charges (regardless of local carrier). The amount of the credit is equal to two times the Customer's average monthly Intra-LATA toll, intrastate and interstate Outbound LD Service per-minute usage charges for the 3-month period specified in the following table:

12-Month Period	3-Month Period for Calculating Average Outbound LD Service Monthly Pèr-Minute Usage	Month in which Credit is Provided	
Months 1 – 12	Months 6 through 8	Month 9	
Months 13 – 24	Months 18 through 20	Month 21	
Months 25 – 36	Months 30 through 32	Month 33	

<u>Eligibility</u>: The Customer must sign and submit a service agreement (or amendment) for Outbound LD Service including this promotion between October 1, 2008 and June 30, 2009.

## Other Conditions:

A Customer receiving the benefits of this promotion may not receive the benefits of Product Package Guide Type 1 and LD Voice Interstate 30 Promotion as provided in the Company's "Service Publication and Price Guide" (The Guide) located on the Company's website at <a href="https://www.verizonbusiness.com/publications/service\_guide">www.verizonbusiness.com/publications/service\_guide</a> (Companion Interstate Service").

- This promotion is applicable only for Outbound LD Service within the 48 contiguous states with
  - the exception of intrastate usage in South Dakota, to which this promotion is not applicable.
- Existing Customers must have a minimum of 33 months remaining in the term of their agreement to receive 3 credits; 21 months remaining to receive 2 credits and at least 9 months remaining to receive 1 credit.

Notwithstanding the foregoing, if Customer terminates all Outbound LD Service upon which the credits under this promotion are calculated before all of the credits under this promotion are issued

to Customer, any unissued credits are forfeited and not owed.

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ISSUED: February 26, 2009

EFFECTIVE: March 1, 2009

## 3. LD Voice – Wireline to Wireless (A and B)

Subject to the conditions set forth below, new and existing Customers ordering for the first time – or existing Customers renewing contracts for – Outbound Interstate and Intrastate Long Distance Voice Service ("Outbound LD Service") provided by MCI Communications Services, Inc. d/b/a Verizon Business Services will receive the following promotional rates when such Outbound LD Service terminates to Verizon Wireless (such service and rates hereinafter referred to in the aggregate as the "Promotional Service"), based in part on the Annual Volume Commitment of Customer's master service agreement. The rates for the applicable Intrastate Promotional Service are identified in the table below:

#### Intrastate

Term Length	1 Year	Term	2 Yea	r Term	3+ Yea	r Term
	Rate Origin	Type ation /		Type ation /	Rate Origin	Type ation /
	Termi	nation	the state of the s	nation		nation
State	Switched to	Dedicated /Local	Switched to	Dedicated /Local	Switched to	Dedicated /Local
	Verizon Wireless	to Verizon Wireless	Verizon Wireless	to Verizon Wireless	Verizon Wireless	to Verizon Wireless
Florida	0.0713	0.0342	0.0703	0.0333	0.0694	0.0328

<u>Interstate</u>: Interstate rates for this promotion are available and can be found in Verizon's Service Publication and Price Guide in the Currently Offered Promotions section of Interstate Telecommunications Services

(http://www.verizonbusiness.com/us/publications/service\_guide/products/products currently\_avail\_able/).

## Conditions:

- Customer must have signed and submitted a master service agreement with the Company or amendment thereto that includes the Promotional Service by June 30, 2009.
- 2. Customer's master service agreement must have a minimum one-year, two-year, or three-year Term commitment, as applicable, to qualify for the accompanying promotional rate.
- 3. Customer must supply the Verizon Wireless ANIs to be covered by this promotion.
- 4. The Outbound LD Service to which these promotional rates apply must be subject to a Company pricing program known as VBS II or VBS III.
- 5. Customer may not receive the benefits of any additional discounts.
- 6. This promotion is applicable only to Promotional Service located entirely within the 48 contiguous states and Hawaii. Alaska, Puerto Rico and any foreign countries are not eligible.

ISSUED: February 26, 2009

EFFECTIVE: March 1, 2009

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## XI. CURRENTLY OFFERED PROMOTIONS:

### PRI BizPak Promotion

Subject to the conditions below, Customers under a Verizon Business services agreement ("Agreement") and who simultaneously order for the first time the "PRI BizPak" bundle which consists of; 1) Local and Long Distance Optional Calling Plan as described on the Guide for Verizon Business Services (VBS) I and VBS II – Pre July 1, 2007 – Offer C; and VBS II Post July 1, 2007 and VBS III – Offer C Flat with Cap, (collectively referred to as "Local and Long Distance OCP"); 2) The Local Service features specified in the table below; and 3) Bundled Internet Dedicated Price Protected Option (PPO) T1; and 4) T-1 Digital Access loop (T-1 Local Loop); and related Customer Premises Equipment (CPE) ("Promotional Services") will receive the following monthly recurring discounts and monthly recurring charges ("MRCs") specified in the table below for the Term of the Agreement, based on the length of the Term Customer committed to in the Agreement ("Commitment Period"):

	2 Year	Term	3 Year Term		
PRI BizPak Bundle	Promotional MRC	Additional MRC Discount	Promotional MRC	Additional MRC Discount	
Local and Long Distance OCP	\$1,114.50* 15%		\$1,114.50*	15%	
First 2 Local Service DID Blocks (20 DIDs per Block)**	\$12.50***	15%	\$12.50***	15%	
Local Service Caller ID with Name	\$60***	15%	\$60***	15%	
Internet Dedicated PPO T1 Port and T1 Digital Access Local Loop	\$565	-	\$530	_	

<sup>\*</sup> Promotional MRC allocated charges = \$501.53 for Local and \$612.97 for LD.

## Conditions

- 1. New and renewing Customers must sign an Agreement with a minimum 2 year Term commitment.
- Existing Customers must have a minimum of 1 year remaining on their Term commitment.
- 3. This promotion is available only for Promotional Services under the VBS I, VBS II or VBS III pricing plans.
- 4. Customer location is eligible to receive the benefits of this promotion providing the promotional services are available from one of the Serving Wire Centers as notated in the Guide: http://www.verizonbusiness.com/external/service\_guide/reg/pr\_internet\_dedicated\_bundled\_ppo\_t1\_select\_ii\_clli\_list.xls.
- 5. Promotion must be included in the Customer's Agreement and signed and submitted by July 31, 2009.

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<sup>\*\*</sup> Additional DID Blocks may be purchased at standard rates.

<sup>\*\*\*</sup> Promotional MRC is standard Guide pricing.

7. PRI BizPak Promotion (Cont.)

## Conditions (Cont.)

- 6. Orders for Promotional Services including related CPE specified must be ordered by August 31, 2009.
- 7. Orders may be expedited, but applicable expedite fees will apply.
- 8. This promotion is applicable only for Promotional Services located entirely within the 48 contiguous states. Alaska, Hawaii, Puerto Rico, and any foreign countries are not eligible.
- Circuits receiving the benefits of this promotion may not receive the benefits of any of the following promotions/plans: Internet T1 and NxT1 IP Port Only; New Service CPE Rebate; LD Voice Outbound 60; LD Voice 20K Minute Package for T1/PRIs (BSG); LD Voice 300 / 500 / 800 Minute Packages for Business Lines and Trunks (BSG); LD Voice Inbound 60; LD Voice Wireline to Wireless; Local Voice Line Rewards 60; Local Voice PRI / T1 Rewards 60 Promotions; Local Voice PRI Renewal Offer; and the Local Voice Multi-State Metered T1/ ISDN PRI Program.
- Unless explicitly stated otherwise, promotional rates/discounts are in lieu of all other discounts.
- 11. Verizon reserves the right to discontinue any or all Promotional Services at the time it is determined that Promotional Services were deployed in a manner contrary to the terms of the promotional offer.

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## XI. CURRENTLY OFFERED PROMOTIONS:

8. Flex T1 Promotion (Enhanced Package)

Subject to the conditions below, Customers under a Verizon Business services agreement ("Agreement") who simultaneously order for the first time services included in the "Flex T1 Promotion (Enhanced Package)" which consists of: 1) Local Services Verizon Business Services Flex T1 Plus service with 1 Local DID Block; 2) Long Distance Voice Services (LD) service; 3) Long Distance Voice Services (LD) Inbound (Toll Free) Switched; and 4) the related Customer Premises Equipment (CPE) specified below (Promotional Services) will receive the following promotional monthly recurring charges (MRCs) specified in the table below for the Term of the Agreement, based on the length of the Term Customer committed to in the Agreement (Commitment Period):

	Er	nhanced Packag	e		
	(A)	(B)	(C)	(D)	(E)
Promotional Service	Quantity	MRC Before Discount	MRC Discount equals	Promotional MRC equals (B) X (C)	Total Promotional MRC equals (A) X (D)
Local Service** (Trunks or Lines)* (12 Channels)	1 Unit of 12 channels)	\$358.47 (Total for 12 channels)	15%	\$304.70 (for 12 channels)	\$304.70 (for 12 channels)
Local Service** (Trunks or Lines)* (Customer must order a minimum of 1 Data Channel	12 Channels	\$29.87 per channel	15%	\$25.39 per channel	\$304.67 (for 12 channels)
Local DID Block (20 DIDs per Block)	2 Block	\$6.25***	15%	\$5.3125	\$10.63
Inbound (Switched) Toll-Free Number****	1	\$30.00***			\$30.00***
2500 Outbound LD Minutes*****	-	\$80.00***	-	-	\$80.00***

<sup>\*</sup> For Business Lines, standard feature packages are included at no charge. Feature Package 1 and/or Voicemail are available at an additional charge(s).

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<sup>\*\*</sup> Access Loop Included

<sup>\*\*\*</sup> Standard Guide pricing

<sup>\*\*\*\*</sup>Dedicated / Local Termination Rate Per Minute Applies

<sup>\*\*\*\*\*\*</sup> Overage charges apply to Outbound LD Interstate rates as specified in the Guide and to Intrastate rates as specified in the applicable local state tariff or, where no state tariff applies, in the Guide.

## XI. CURRENTLY OFFERED PROMOTIONS:

8. Flex T1 Promotion (Enhanced Package) (Cont.)

#### Conditions

- 1. New and renewing Customers must sign an Agreement with a 2 or 3 year Term commitment.
- 2. Existing Customers must have a minimum of 24 months remaining on their Term commitment.
- 3. This promotion is available only for Promotional Services under the VBS II or VBS III pricing plans.
- 4. Customer location is eligible to receive the benefits of this promotion providing:
  - a. The location is in a state within the U.S. Mainland excluding South Dakota; and,
  - b. The promotional services are available from one of the Serving Wire Centers as notated in the Guide:
     http://www.verizonbusiness.com/external/service\_guide/reg/pr\_internet\_dedicated\_b undled\_ppo\_t1\_select\_ii\_clli\_list.xls.
- 5. Promotion must be included in the Customer's Agreement and signed and submitted by July 31, 2009.
- 6. Orders for Promotional Services including related rental of CPE specified must be ordered by August 31, 2009.
- 7. Orders may be expedited, but applicable expedite fees will apply.
- Circuits receiving the benefits of this promotion may not receive the benefits of any of the following promotions/plans: Internet T1 and NxT1 IP Port Only; New Service CPE Rebate; LD Voice Outbound 60; LD Voice 20K Minute Package for T1/PRIs (BSG); LD Voice 300 / 500 / 800 Minute Packages for Business Lines and Trunks (BSG); LD Voice Inbound 60; LD Voice Wireline to Wireless; Local Voice Line Rewards 60; Local Voice PRI / T1 Rewards 60 Promotions; Local Voice PRI Renewal Offer; and the Local Voice Multi-State Metered T1/ ISDN PRI Program.
- Unless explicitly stated otherwise, promotional rates/discounts are in lieu of all other discounts.
- Company reserves the right to discontinue any or all Promotional Services at the time it is determined that Promotional Services were deployed in a manner contrary to the terms of the promotional offer.

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## XI. CURRENTLY OFFERED PROMOTIONS:

9. Flex T1 Promotion (Entry Package)

Subject to the conditions below, Customers under a Verizon Business services agreement (Agreement) who simultaneously order for the first time services included in the "Flex T1 Promotion (Entry Package)" which consists of: 1) Local Services Verizon Business Services Flex T1 Plus service with 1 Local DID Block; 2) Long Distance Voice Services (LD) service and 3) the related Customer Premises Equipment (CPE) specified below (Promotional Services) will receive the following promotional monthly recurring charges (MRCs) specified in the table below for the Term of the Agreement, based on the length of the Term Customer committed to in the Agreement (Commitment Period):

		Entry Package			
	(A)	(B)	(C)	(D)	(E)
Promotional Service	Quantity	MRC Before Discount	MRC Discount	Promotional MRC equals (B) X (C)	Total Promotional MRC equals (A) X (D)
Local Service** (Trunks or Lines)* (4 Channels)	1 Unit of 4 channels	\$146.89 (Total for 4 channels)	15%	\$124.86 (for 4 channels)	\$124.86 (for 4 channels)
Local Service** (Trunks or Lines)* (Customer must order a minimum of 1 Data Channel	8 Channels	\$36.74 per channel	15%	\$31.23 per channel	\$249.83 (for 8 channels)
Local DID Block (20 DIDs per Block)	1 Block	\$6.25***	15%	\$5.31	5.31
1,000 Outbound LD Minutes****	Contract Agency and an analysis of the foreign of t	\$35.00***			\$35.00***

<sup>\*</sup> For Business Lines, standard feature packages are included at no charge. Feature Package 1 and/or Voicemail are available at an additional charge(s).

# **Conditions**

- 1. New and renewing Customers must sign an Agreement with 2 or 3 year Term commitment.
- 2. Existing Customers must have a minimum of 24 months remaining on their Term commitment.

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EFFECTIVE: March 1, 2009

<sup>\*\*</sup> Access Loop Included

<sup>\*\*\*</sup> Standard Guide pricing

<sup>\*\*\*\*</sup>Overage charges apply to Outbound LD Interstate rates as specified in the Guide and to Intrastate rates as specified in the applicable local state tariff or, where no state tariff applies, in the Guide.

- 9. Flex T1 Promotion (Entry Package) (Cont.)
  - This promotion is available only for Promotional Services under the VBS II or VBS III pricing plans.
  - 4. Customer location is eligible to receive the benefits of this promotion providing:
    - a. The location is in a state within the U.S. Mainland excluding the following states: Arkansas, Arizona, Idaho, Iowa, Minnesota, Missouri, Montana, North Dakota, Oklahoma, and South Dakota; and,
    - b. The promotional services are available from one of the Serving Wire Centers as notated in the Guide: http://www.verizonbusiness.com/external/service\_guide/reg/pr\_internet\_dedicated\_b undled\_ppo\_t1\_select\_ii\_clli\_list.xls.
  - 5. Promotion must be included in the Customer's Agreement and signed and submitted by July 31, 2009.
  - 6. Orders for Promotional Services including related rental of CPE specified must be ordered by August 31, 2009.
  - 7. Orders may be expedited, but applicable expedite fees will apply.
  - Circuits receiving the benefits of this promotion may not receive the benefits of any of the following promotions/plans: Internet T1 and NxT1 IP Port Only; New Service CPE Rebate; LD Voice Outbound 60; LD Voice 20K Minute Package for T1/PRIs (BSG); LD Voice 300 / 500 / 800 Minute Packages for Business Lines and Trunks (BSG); LD Voice Inbound 60; LD Voice Wireline to Wireless; Local Voice Line Rewards 60; Local Voice PRI / T1 Rewards 60 Promotions; Local Voice PRI Renewal Offer; and the Local Voice Multi-State Metered T1/ ISDN PRI Program.
  - Unless explicitly stated otherwise, promotional rates/discounts are in lieu of all other discounts.
  - Company reserves the right to discontinue any or all Promotional Services at the time it is determined that Promotional Services were deployed in a manner contrary to the terms of the promotional offer.

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