

April 9, 2010

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: TK001

Dear Ms. Salak:

Attached for filing, please find the following revised pages for the Embarq Communications, Inc. d/b/a CenturyLink Communications Florida P.S.C. Tariff No. 2. This filing is submitted with a proposed effective date of April 10, 2010. The Company's tariffs are available on its website at http://about.centurylink.com/tariffs/.

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This filing includes language to clarify the Company's limitations of liability regarding service irregularities resulting from unauthorized access or hacking when customers do not secure their equipment.

This filing also includes clarifying text for Enhanced Voice Solutions. This language already appears in the Company's Interstate Business Schedule No. 2 and was inadvertently omitted from this tariff in prior filings. Customers are not impacted by these revisions.

If you have any questions or need additional information regarding this filing, please call me.

Sincerely,

Debra Levy

Attachments

cc: Sandy Khazraee

FL10-03

DEBRA LEVY TARIFF ANALYST II Debra.Levy@CenturyLink .com Voice: (913) 345-7571 Fax: (913) 345-6756

# CHECK SHEET

The Title Page and Pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original Tariff pages that are in effect on the date shown on each page.

\*Asterisk indicates changes in current Tariff filing.

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#### 4. <u>TERMS AND CONDITIONS</u> (Continued)

#### 4.2 Liability of the Company

- 4.2.1 Neither the Company nor its vendors, suppliers or licensors are liable for any damages arising out of or I n connection with any: (A) act or omission by the Customer, or by another person or company; (B) providing or failing to provide services, including deficiencies or problems with any equipment, the network or the services; (C) content or information accessed while using the services, such as through the Internet; (D) interruption or failure in accessing or attempting to access emergency services, including through 911, E911 or otherwise; or (E) events due to factors beyond the Company's control, including acts of God (including, without limitation, weather related phenomena, fire or earthquake), war, terrorist attacks, riot, strike, or orders of governmental authorities.
- 4.2.2 If, for whatever reason, the Company is found to be responsible to the Customer for monetary damages relating to any services obtained through the Company under this tariff, the Company's liability will not exceed the amounts the Customer was charged for the affected services during the affected period.
- 4.2.3 The Company will make no refund of overpayments by a Subscriber unless the claim for such overpayment, together with proper evidence, is submitted within two (2) years from the date of the alleged overpayment. In calculating refunds, any applicable discount will be adjusted based on the total monthly usage after all credits or adjustments have been applied.

#### 4.2.4 Limitation of Liability

The Company will not be liable for any consequential, incidental or indirect damages for any cause of action, whether in contract or tort. Consequential, incidental, and indirect damages include, but are not limited to, lost profits, lost revenues, and loss of business opportunity, whether or not the other party was aware or should have been aware of the possibility of these damages. This limitation of liability does not apply to claims arising from Subscriber's indemnification obligations listed herein.

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(M) Material previously found on this page now appears on Original Page 13.1.



Darlene N. Terry 5454 West 110th Street Overland Park, Kansas 66211



### 4. <u>TERMS AND CONDITIONS</u> (Continued)

#### 4.2 <u>Liability of the Company</u> (Continued)

#### 4.2.5 Unauthorized Access and Hacking

Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.

#### 4.2.6 Disclaimer of Warranties

Except as expressly provided in this Tariff, all services are provided "as is" and the Company disclaims all warranties, express or implied and in particular disclaims all warranties of non-infringement, merchantability, fitness for a particular purpose, and warranties related to equipment, material, service, or software. The Company also makes no warranty that the services will be uninterrupted or error-free, and Customers will hold the Company harmless for all such problems. Customers may not rely on statements of warrant about the Company's services; such statements are not authorized by the Company and are not a warranty by the Company.

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(M) Material now appearing on this page was previously found on Original Page 13.

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# INTEREXCHANGE TELECOMMUNICATIONS SERVICES TARIFF

#### 6. <u>BUSINESS SERVICES</u> (Continued)

- 6.1 Message Telecommunications Services (MTS) (Continued)
  - 6.1.3 Enhanced Voice Solutions

# Enhanced Voice Solutions is a flat-rated service designed to meet the communications needs for mid to large business customers. Only associated customer locations are eligible to use Enhanced Voice Solutions services.

If the Company determines the service is not being used for business service or in any other way violates the restrictions of this service, the Subscriber will be ineligible for the service and the Company may terminate the Customer's account.

Calls placed using Operator Services are charged at the applicable rates for those services in lieu of the rates specified herein for Enhanced Voice Solutions. Enhanced Voice Solutions has minimum annual commitment (MAC's) levels with each level having one through three-year commitment terms. Enhanced Voice Solutions is available to single and multi-location customers for outbound calls which originate using switched access facilities and terminate using shared use facilities. A term plan will automatically renew for an equivalent term and minimum annual commitment level at the rates in effect under the prior term plan, unless either the Company or the Customer provides written notification to cancel the plan, with such notification being received by the notified party not less than 45 days prior to the expiration of the term.