

David Christian
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Regulatory Affairs Florida



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February 15, 2010

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

Dear Ms. Salak:

Attached are revised tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A13 Miscellaneous Service Arrangements
11th Revised Page 11.1.2

The purpose of this filing is to offer a price guarantee to residential customers who establish new dial tone service in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products, and subscribe to Regional Value bundled with an unlimited long distance calling plan.

If you require additional information, please call Demetria Clark at (850) 222-5479.

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

Attachments

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(d) Voice Discount Plan

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Verizon, customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days and specifically request these rates, or customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC and accept this offer from Verizon, will be eligible for the following Voice Discount Plan. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon.

	<u>Discount</u>
Regional Value	\$20.05
Regional Essentials ^{1,2}	\$17.05
Regional Value ³	\$18.00
Regional Essentials ³	\$10.00

Customers who are currently subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 will renew at the renewal rates on a month to month basis upon expiration of their initial 12 month discount.

	Renewal Discount Through <u>Mar 31, 2009</u>	Renewal Discount On or After <u>Apr 1, 2009</u>	Renewal Discount Effective <u>November 1, 2009</u>
Regional Value	\$ 7.05		\$20.05
Regional Essentials ¹	\$ 7.05	\$17.05	
Regional Value ³	\$12.00		\$18.00
Regional Essentials ³	\$ 7.00	\$10.00	

¹ Purchased with additional line.

² Not available to new subscribers as of September 15, 2008.

³ Bundled with a qualifying unlimited long distance calling plan.

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

(e) Regional Value Price Guarantee

Residential customers who establish new dial tone service in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products and agree to subscribe to Regional Value bundled with an unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate of \$17.04.

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(M) Material relocated to Page 11.1.3

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(e) Regional Value Price Guarantee (Continued)

The monthly rate is guaranteed for as long as the customer:

- (i) remains at the same service address,
- (ii) retains the same telephone number, and
- (iii) receives the bill in their name.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

4. Credit Offers

(a) Residence Retention and Reconnect Offer

Verizon Florida LLC may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Verizon, a one time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.

Eligible customers who contact or are contacted by the Company with repair issues may receive the \$25 benefit.

Eligible customers who contact the company may receive the \$50 reconnect benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers to qualifying customers must be redeemed prior to the expiration date specified in the offer.

The offers are not available to customers disconnecting dial tone service for seasonal service.

The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Verizon.

The offers are not available to customers who are in the control group of the repair trial which is being conducted between September 15, 2008, and March 12, 2009. The trial is tariffed in Section 2.11.

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(M) Material relocated from Page 11.1.2.

(M¹) Material relocated to Page 11.1.4.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.2 Custom Calling Local Area Signaling Service

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A. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

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(M) Material relocated from Page 11.1.3.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(d) Voice Discount Plan

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Verizon, customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days and specifically request these rates, or customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC and accept this offer from Verizon, will be eligible for the following Voice Discount Plan. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon.

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- ¹ Purchased with additional line.
- ² Not available to new subscribers as of September 15, 2008.
- ³ Bundled with a qualifying unlimited long distance calling plan.

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

~~4. Credit Offers~~

~~(1) Residence Retention and Reconnect Offer~~

~~Verizon Florida LLC may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Verizon, a one time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.~~

~~Eligible customers who contact or are contacted by the Company with repair issues may receive the \$25 benefit.~~

~~Eligible customers who contact the company may receive the \$50 reconnect benefit.~~

~~(e) Regional Value Price Guarantee~~

~~Residential customers who establish new dial tone service in a location that is not eligible for Verizon Online Broadband or Verizon FIOS products and agree to subscribe to Regional Value bundled with an unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate of \$17.04.~~

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(M) Material relocated to Page 11.1.3

(N)

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: November 1, 2009
ISSUED: September 25, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(N)

(e) Regional Value Price Guarantee (Continued)

The monthly rate is guaranteed for as long as the customer:

- (i) remains at the same service address,
- (ii) retains the same telephone number, and
- (iii) receives the bill in their name.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

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4. Credit Offers ~~(Continued)~~

(I)

(a) Residence Retention and Reconnect Offer ~~(Continued)~~

(I)

Verizon Florida LLC may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Verizon, a one time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.

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Eligible customers who contact or are contacted by the Company with repair issues may receive the \$25 benefit.

Eligible customers who contact the company may receive the \$50 reconnect benefit.

(M)

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers to qualifying customers must be redeemed prior to the expiration date specified in the offer.

The offers are not available to customers disconnecting dial tone service for seasonal service.

The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Verizon.

The offers are not available to customers who are in the control group of the repair trial which is being conducted between September 15, 2008, and March 12, 2009. The trial is tariffed in Section 2.11.

~~.2 Custom Calling Local Area Signaling Service~~

(M¹)

~~A. Conditions~~

~~(1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.~~

~~(2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.~~

~~(3.) Operator assisted calls are designed to override the screening list features for emergency purposes.~~

~~(4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.~~

~~(5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.~~

~~(6.) Satisfaction Guarantee~~

~~If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.~~

~~The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.~~

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(M) Material relocated from Page 11.1.2.

(M¹) Material relocated to Page 11.1.4.

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MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: September 23, 2009
ISSUED: September 22, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).2 Custom Calling Local Area Signaling Service

(M)

A. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
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If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

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(M) Material relocated from Page 11.1.3.

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MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE:
ISSUED: