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March 11, 2011

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 A12. Central Office Non-Transport Service Offerings

2nd Revised Page 33

1st Revised Page 37

The purpose of this filing is to extend the term length for CentraNet CustoPAK service from 24 to 36 months.

If you require additional information, please call Frank App at (813) 978-2006.

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

Attachments

DMC:rt

A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

CentraNet® CustoPAK (Continued)**.2 Conditions (Continued)****c. Term Options**

CentraNet® CustoPAK customers may select either a month-to-month or a 36-month term option. The term agreement becomes effective upon the installation date of the service. (C)

CentraNet® CustoPAK payment options may be selected by billing account number within a customer's system.

d. Adding Lines Under Term Option

Additional CentraNet® CustoPAK lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 36-month term option plan, the term obligation, with respect to any additional lines, will be coterminous with such 36-month term option. (C)

e. Termination Liability

There is no termination liability for customers who have elected the CentraNet® CustoPAK month-to-month payment option.

In the event the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section A2.3.17 of this tariff will apply. (C)

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

.2 Conditions (Continued)

I. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or to the 36-month term option of CentraNet® CustoPAK Service they must request the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their CentraNet® CustoPAK service may have their previous Company service reinstalled, at no cost, in accordance with the following terms and conditions: (C)

- Customers who had no previous service and subsequently elect to have their CentraNet® CustoPAK Service disconnected will be converted by the Company to the Company's business lines or trunks at no additional non-recurring charge. However, the lines cannot exceed the total number of lines in the CentraNet® CustoPAK system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered.
- The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.
- Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.
- Each customer will be entitled to a credit refund, one time per service.
- The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.
- The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to facility connection charges incurred.
- The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

.2 Conditions (Continued)

c. Term Options

CentraNet® CustoPAK customers may select either a month-to-month or a 2436-month term option. The term agreement becomes effective upon the installation date of the service. (C)

CentraNet® CustoPAK payment options may be selected by billing account number within a customer's system.

d. Adding Lines Under Term Option

Additional CentraNet® CustoPAK lines may be added to an existing system, up to a maximum of 30, during the term period. For customers subscribing to the 2436-month term option plan, the term obligation, with respect to any additional lines, will be coterminous with such 2436-month term option. (C)
(C)

e. Termination Liability

There is no termination liability for customers who have elected the CentraNet® CustoPAK month-to-month payment option.

In the even the customer terminates the service prior to the completion of the term commitment, the Termination Liability in Section A2.3.17 of this tariff will apply.

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A12. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A12.12 CentraNet® CustoPAK (Continued)

.2 Conditions (Continued)

I. Customer Satisfaction Guarantee

When a customer subscribes to the month-to-month option or to the ~~2436~~-month term option of CentraNet® CustoPAK Service they must request the Company disconnect the service within 30 calendar days of installation to be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service. In addition, customers who are not satisfied with their CentraNet® CustoPAK service may have their previous Company service reinstalled, at no cost, in accordance with the following terms and conditions: (C)

- Customers who had no previous service and subsequently elect to have their CentraNet® CustoPAK Service disconnected will be converted by the Company to the Company's business lines or trunks at no additional non-recurring charge. However, the lines cannot exceed the total number of lines in the CentraNet® CustoPAK system that the customer is disconnecting, without incurring non-recurring charges. Customers will not be permitted to convert back to a service, which has been grandfathered.
- The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.
- Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.
- Each customer will be entitled to a credit refund, one time per service.
- The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.
- The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to facility connection charges incurred.
- The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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