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September 30, 2013

Beth Salak, Director
Telecommunications
Florida Public Service Commission
Attn: Tariff Section
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Ms. Salak:

TCG South Florida (TA032) hereby files the attached tariff page revising its Access Tariff. See Attachment A

This tariff withdraws TCG's dedicated access (private line) from its access tariff.

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

Your consideration and approval will be appreciated.

Yours very truly,

Greg Follensbee (slg)

Executive Director

Attachments

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Continued)

2.4.2 Payment of Rates, Charges and Deposits (Continued)

D. Disputed Bill Procedures (Continued)

- 3. Sufficient written documentation consists of the following information, where such information is relevant to the dispute:

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2. GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2.4.2 Payment of Rates, Charges and Deposits (Cont'd)

D. Disputed Bill Procedures (Cont'd)

3. (Continued)

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Switched Access

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- (1) A clear explanation of the basis of the dispute, including what the Customer believes is incorrect (e.g., nonrecurring charge; mileage; circuit identification) and the reason why the Customer believes the bill is incorrect (e.g., monthly rate billed not same as in Tariff; facility not ordered; service not received)
- (2) The account number under which the bill was rendered
- (3) The date of the bill
- (4) The invoice number
- (5) The exact dollar amount in dispute
- (6) Call Detail Records (CDRs)
- (7) The universal service order code(s) (USOCs) and/or rate element associated with the service
- (8) Details sufficient to identify the specific amount(s) and item(s) in dispute
- (9) The name of the person responsible for the Customer's dispute
- (10) Additional data as the Company reasonably requests from the Customer to resolve the dispute. The request for such additional information shall not affect the Customer's dispute date as set forth preceding.

(M) Material previously appeared in Section 2, Page 27.

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