

David Christian
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October 30, 2008

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 new tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A13. MISCELLANEOUS SERVICE ARRANGEMENTS

1st Revised Page 11.0.4
31st Revised Page 11.1
10th Revised Page 11.1.1
5th Revised Page 11.1.2
1st Revised Page 11.1.3

The purpose of this filing is to amend the existing Regional Essentials and Regional Value Bundle Discounts offers, and to introduce an additional Regional Value Bundle Discount offer.

If you require additional information, please call Joan Gage at (813) 483-2530.

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

DMC:rt

Attachment

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

	<u>Monthly Rate</u>	
(6) Regional Value ^{1,2}	\$ 27.04	
Residential Local Service (including Extended Calling Service) ³ Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁴		
(7) Regional Essentials ^{1,2}	32.04	
Residential Local Service (including Extended Calling Service) ³ Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁴ Up to 3 Vertical Options: ⁵ Caller ID Call Waiting/Cancel Call Waiting A choice of voicemail options ⁶		
(8) Regional Essentials Bundle Discounts		
a) A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following:		
DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING PRIOR TO NOVEMBER 1, 2008. (N)		
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$ 3.00	(T)
	<u>Through April 30, 2008</u>	<u>On or After May 1, 2008</u>
Verizon Wireless One-Bill®	5.00	0.00
DIRECTV® through Verizon (Choice or higher)	7.99	0.00 (T)
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless One-Bill® or DIRECTV® through Verizon (Choice or higher)	5.00	0.00 (T)

¹ Nonrecurring charges, specified in Section A4, are not applicable when Regional Value or Regional Essentials calling services are established or discontinued.

² Regional Value or Regional Essentials are not available with any other IntraLATA long distance calling plan.

³ Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff

⁴ Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

⁵ These vertical options are described in A13.14 of this tariff.

⁶ Voicemail is a non-regulated service.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(8) Regional Essentials Bundle Discounts (Continued)

a) (Continued):

May 1, 2008	(C)
through	
<u>October 31, 2008</u>	(C)

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill®	3.00	(T)
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Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	5.00	(T) (T)
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b) Customers who subscribed to the above Regional Essentials Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount. (T)

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	3.00	(T)
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Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill®	3.00	(T)
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Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	3.00	(T) (T)
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c.) DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING ON OR AFTER NOVEMBER 1, 2008. (N)

Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package)	\$5.00	
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DIRECTV® through Verizon (Choice or higher)	5.00	
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Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	5.00	(N)
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The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability. (C)

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.

Verizon Broadband up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps, 3.0 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds. (C)
(C)

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(9) Regional Value Bundle Discounts

- a) Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a discount when they have the following: (T)

Regional Value Discount

	<u>Through Oct. 31, 2008</u>	<u>On or after Nov. 1, 2008</u>	(C)
One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00	0.00	(C)

Customers who subscribed to the Regional Value Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount. (N)

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00		(N)
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The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account.

Customer's are limited to one discount only and cannot combine discounts.

Each product must be purchased through or billed by Verizon North Inc.

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.

- b) A monthly discount may apply when Regional Value is bundled with an unlimited long distance calling plan plus the following: (N)

Verizon Online Broadband (Up to 1.0 Mbps package)	\$5.00		
DIRECTV® through Verizon (Choice or higher)	5.00		
Verizon Online Broadband (Up to 1.0 Mbps package) and DIRECTV® through Verizon (Choice or higher)	10.00		

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

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.

Verizon Broadband up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds. (N)

(M) Material relocated to Page 11.1.2.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(10) Voice Discount Plan

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Verizon, or customers who specifically request these rates will be eligible for the following Voice Discount Plan.

	<u>Discount</u>
Regional Value	\$17.05
Regional Essentials ^{1,2}	\$17.05
Regional Value ³	\$15.00
Regional Essentials ³	\$10.00

Customers who subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount.

	<u>Renewal Discount</u>
Regional Value	\$ 7.05
Regional Essentials ¹	\$ 7.05
Regional Value ³	\$12.00
Regional Essentials ³	\$ 7.00

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.

The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon. 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.

d. 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.

(M) Material relocated from Page 11.1.1.

(M¹) Material relocated to Page 11.1.3

(M)

(M)

(M¹)

(N)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

(M)

d. Credit Offers (Continued)

(1) Residence Retention and Reconnect Offer (Continued)

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.

(M)

.4 Custom Calling Local Area Signaling Service

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.

(M) Material relocated from Page 11.1.2.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

	<u>Monthly Rate</u>
(6) Regional Value ^{1,2}	\$ 27.04

Residential Local Service (including Extended Calling Service) ³
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁴

(7) Regional Essentials ^{1,2}	32.04
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Residential Local Service (including Extended Calling Service) ³
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) ⁴
 Up to 3 Vertical Options: ⁵

- Caller ID
- Call Waiting/Cancel Call Waiting
- A choice of voicemail options ⁶

(8) Regional Essentials Bundle Discounts

- a) A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following:

DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING PRIOR TO NOVEMBER 1, 2008. (N)

Verizon Online Broadband (Up to 3.10Mbps or up to 7.1Mbps package)	\$ 3.00	(T)
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	<u>Through April 30, 2008</u>	<u>On or After May 1, 2008</u>	
Verizon Wireless One-Bill®	5.00	0.00	
DIRECTV® through Verizon (Total Choice or higher)	7.99	0.00	(T)
Verizon Online Broadband (Up to 3.10Mbps or up to 7.1Mbps package) and either or both of Verizon Wireless One-Bill® or DIRECTV® through Verizon (Total Choice or higher)	5.00	0.00	(T)

¹ Nonrecurring charges, specified in Section A4, are not applicable when Regional Value or Regional Essentials calling services are established or discontinued.

² Regional Value or Regional Essentials are not available with any other IntraLATA long distance calling plan.

³ Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff

⁴ Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

⁵ These vertical options are described in A13.14 of this tariff.

⁶ Voicemail is a non-regulated service.

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(M) Material relocated from Page 11.1.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(8) Regional Essentials Bundle Discounts (Continued)

a) (Continued):

	<u>On or After</u> May 1, 2008 <u>through</u> <u>October 31, 2008</u>	<u>(C)</u>
Verizon Online Broadband (Up to 3. 4 <u>0</u> Mbps or up to 7.1Mbps package) and Verizon Wireless One-Bill®	3.00	<u>(T)</u>
Verizon Online Broadband (Up to 3. 4 <u>0</u> Mbps or up to 7.1Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	5.00	<u>(T)</u> <u>(T)</u>
b) Customers who subscribed to <u>the above</u> Regional Essentials Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount.		<u>(T)</u>
Verizon Online Broadband (Up to 3. 4 <u>0</u> Mbps or up to 7.1Mbps package)	3.00	<u>(T)</u>
Verizon Online Broadband (Up to 3. 4 <u>0</u> Mbps or up to 7.1Mbps package) and Verizon Wireless One-Bill®	3.00	<u>(T)</u>
Verizon Online Broadband (Up to 3. 4 <u>0</u> Mbps or up to 7.1Mbps package) and DIRECTV® through Verizon (Total Choice or higher)	3.00	<u>(T)</u> <u>(T)</u>

c) DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING ON OR AFTER NOVEMBER 1, 2008. (N)

<u>Verizon Online Broadband</u> <u>(Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package)</u>	<u>\$5.00</u>	<u>(N)</u>
<u>DIRECTV® through Verizon (Choice or higher)</u>	<u>5.00</u>	<u>(N)</u>
<u>Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)</u>	<u>5.00</u>	<u>(N)</u>

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be ~~purchased through or~~ billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability. (C)

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.

Verizon Broadband up to 1.0 Mbps, up to 3.~~4~~0 Mbps or up to 7.1Mbps package refers to a specific (C) Verizon offering that offers a maximum speed of 1.0 Mbps, 3.~~4~~0 Mbps or 7.1Mbps, and does not refer to (C) other products that offer lower maximum speeds.

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~~(M) Material relocated to Page 11.0.4.~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(9) Regional Value Bundle Discounts

a) Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a discount when they have the following: (T)

Regional Value Discount

	<u>Through</u>	<u>On or after</u>	(C)
	<u>Oct. 31, 2008</u>	<u>Nov. 1, 2008</u>	

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00	<u>\$0.00</u>	(C)
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Customers who subscribed to the Regional Value Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount. (N)

<u>One Bill with a Verizon wireless plan as specified by Verizon.</u>	<u>\$5.00</u>	(N)
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The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account.

Customer's are limited to one discount only and cannot combine discounts.

Each product must be purchased through or billed by Verizon North Inc.

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.

b) A monthly discount may apply when Regional Value is bundled with an unlimited long distance calling plan plus the following: (N)

<u>Verizon Online Broadband</u>		
<u>(Up to 1.0 Mbps package)</u>	<u>\$5.00</u>	

<u>DIRECTV® through Verizon (Choice or higher)</u>	<u>5.00</u>	
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<u>Verizon Online Broadband (Up to 1.0 Mbps package) and</u>		
<u>DIRECTV® through Verizon (Choice or higher)</u>	<u>10.00</u>	

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

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.

Verizon Broadband up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds. (N)

(10) Voice Discount Plan (M)

~~Residence customers who call to disconnect their primary or additional lines, customers who change their local service from another provider to Verizon, customers who add an additional line, or customers who specifically request these rates will be eligible for the following Voice Discount Plan.~~

Discount

Regional-Value	\$17.05
Regional-Essentials ¹	\$17.05
Regional-Value ²	\$15.00
Regional-Essentials ²	\$10.00

Customers who subscribed to the Voice Discount Plan or promotional offers numbered 353,368,378,379 or 382 may receive an additional twelve month discount as listed below upon expiration of their initial 12 month discount.

	<u>Renewal Discount</u>
Regional-Value	\$ 7.05
Regional-Essentials ¹	\$ 7.05
Regional-Value ²	\$12.00
Regional-Essentials ²	\$ 7.00

¹Purchased with additional line.

²Bundled with a qualifying unlimited long distance calling plan.

The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon. 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.

(M) Material relocated to Page 11.1.2.

(N)

**ALAN F. CIAMPORCEROMICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA**

**EFFECTIVE: March 20, 2008
ISSUED: March 19, 2008**

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

c. Bundled Local Service (Continued)

(M)

(10) 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 specifically request these rates will be eligible for the following Voice Discount Plan.

	<u>Discount</u>
Regional Value	\$17.05
Regional Essentials ^{1,2}	\$17.05
Regional Value ³	\$15.00
Regional Essentials ³	\$10.00

Customers who subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount.

	<u>Renewal Discount</u>
Regional Value	\$ 7.05
Regional Essentials ¹	\$ 7.05
Regional Value ³	\$12.00
Regional Essentials ³	\$ 7.00

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.

The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon. 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.

(M)

d. 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.

~~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.~~ (M1)

~~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~~

~~(M) Material relocated from Page 11.1.1.~~

~~(N)~~

~~(M') Material relocated to Page 11.1.3~~

~~(N)~~

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: September 15, 2008
ISSUED: September 12, 2008

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).3 Rates (Continued)

(M)

d. Credit Offers (Continued)(1) Residence Retention and Reconnect Offer (Continued)

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.

(M)

.4 Custom Calling Local Area Signaling Service

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.

(M) Material relocated from Page 11.1.2.

(N)