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April 22, 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 A13 Miscellaneous Service Arrangements

1st Revised Page 11.1.7
2nd Revised Page 11.4.3
2nd Revised Page 11.4.10
1st Revised Page 11.4.15

The purpose of this filing is to modify the service terms for the Solutions for Business Bundle, Unlimited ECS and Toll Usage for Business Package, Unlimited DTL and CustoPAK Basic Packages and Single Line Business PAK, to allow of fax lines. Certain restrictions will apply.

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

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

Attachments

FA:rt

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)

(g) Solutions For Business Bundle (Continued)

(2) Conditions (Continued)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. (C)
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Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

(3) Termination Liability

Solutions for Business Bundle is offered on a two-year term agreement.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2 year term will result in a one-time flat Termination Charge of \$50.00.

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued)

B. Conditions (Continued)

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Primelink 976 Service
- Primelink 900 Service
- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)

(8) This service may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. Verizon Florida LLC reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service. (C)

(9) Unlimited ECS and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change. (C)

(10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line. (C)

An early termination charge will not apply under the following circumstances.

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

B. Regulations (Continued)

8. Unlimited DTL and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
9. Unlimited DTL and **CustoPAK** Basic Packages do not apply to the following calls or services:
 - Collect Calls
 - Easy Number Service
 - Calling Card
 - Emergency Interrupt
 - Time, Lottery and Weather
 - Repeat Calls, Return Calls (per activation)
 - 555,700, 900, 976 Service
 - Person-to-Person
 - Third Number Billed
 - Busy Line Verification
 - Mass Announcement Services
 - All other Operator Handled Calls
 - Directory Assistance
 - Connect Request Calls/Directory Assistance Call Completion
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)
10. Unlimited DTL and CustoPAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. (C)
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement. (C)
13. Applicable Service Charges as specified in Section A4 will be waived for customers subscribing to a three-year agreement.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.9 Single Line Business PAK (Continued)

B. Regulations (Continued)

1. Single Line Business PAK does not apply to the following calls or services:
 - Operator Handled Calls
 - Calling Card - Emergency Interrupt
 - Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
 - Directory Assistance Service (Local and National)
 - Directory Assistance Call Completion Service
 - Verification and Emergency Interrupt
 - 555, 700, 900, 976 Services
 - Mass announcement services
 - Time, lottery or weather calls
2. Single Line Business PAK may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service. (C)
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(C)
3. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages on the same account.
4. Details on calls made will not be available for this service.
5. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business PAK.
6. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

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)

(g) Solutions For Business Bundle (Continued)

(2) Conditions (Continued)

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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B. Conditions (Continued)

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

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- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
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(8) This service may only be used for voice applications and incidental non-broadcast facsimile usage, and (C) may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing, predictive dialers, or facsimile (C) broadcasting, blasting, or spamming. Verizon Florida LLC reserves the right to restrict the number of (C) other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service.

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(10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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 - Person-to-Person
 - Third Number Billed
 - Busy Line Verification
 - Mass Announcement Services
 - All other Operator Handled Calls
 - Directory Assistance
 - Connect Request Calls/Directory Assistance Call Completion
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)
10. Unlimited DTL and CustoPAK Basic Packages may only be used for voice applications and incidental non-broadcast facsimile usage, and ^(C) may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. ^(C) The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement.
13. Applicable Service Charges as specified in Section A 4 will be waived for customers subscribing to a three-year agreement.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.9 Single Line Business PAK (Continued)

B. Regulations (Continued)

1. Single Line Business PAK does not apply to the following calls or services:
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 - Calling Card - Emergency Interrupt
 - Per Activation Calls (Busy Redial, *69, Three-Way Calling, Call Trace)
 - Directory Assistance Service (Local and National)
 - Directory Assistance Call Completion Service
 - Verification and Emergency Interrupt
 - 555, 700, 900, 976 Services
 - Mass announcement services
 - Time, lottery or weather calls
2. Single Line Business PAK may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
3. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages on the same account.
4. Details on calls made will not be available for this service.
5. Service Connection Charges will be waived in the event a class of service change is required in order to have a Single Line Business PAK.
6. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

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