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January 22, 2010

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

Dear Ms. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission is the following page of the General Subscriber Service Tariff:

General Subscriber Service Tariff

Section A3 - Fourteenth Revised Page 26

Section A103 - Second Revised Page 18.12  
- Second Revised Page 18.13  
- Second Revised Page 18.14

The purpose of this filing is to increase the monthly rates for Area Plus, Complete Choice, PreferredPack and 2 Pack Services. The effective date of this tariff is January 23, 2010.

Acknowledgement, date of receipt and authority number of this filing is requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (slg)

Regulatory Vice President

Attachments

## EXECUTIVE SUMMARY

### **Description of Proposed Tariff**

This General Subscriber Service Tariff filing provides for a rate increase for the following Area Plus, Complete Choice, PreferredPack and 2 Pack Service rate elements.

### **Revenue Impact**

This filing results in an increase in the Residential Non-Basic Services basket in the amount of 3.49%, which is within the allowed change for this basket.

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.4 Flat Rate Service (Cont'd)

##### A3.4.4 Area Plus Service (Cont'd)

###### A. General (Cont'd)

2. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.H. This discount supersedes the volume discounts defined in A18.3.7, and is applied after the appropriate time period discounts specified in A18.3.1.H have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed calling card calls, including the calling card surcharges on these calls; and to covered customer-dialed collect calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
3. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in **A103.4.3** as available with Complete Choice service are available with this option of Area Plus service. Rules, regulations and limitations specified in **A103.4.3** for Complete Choice service apply to this option of Area Plus service<sup>1</sup>. (E)
4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer hunting at no additional charge as specified in **A103.4.3**. All services/features specified in **A103.4.3** as available with Complete Choice service are available with each line of a multi-line package. Rules, regulations and limitations specified in **A103.4.3** for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises<sup>1</sup>. (E)
5. Service charges specified in Section A4 of this Tariff do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option<sup>1</sup>. (E)
6. Residential Area Plus service and Area Plus service with Complete Choice option customers may not subscribe to Local Usage Detail.
7. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in **A103.4.3** unless specifically allowed by the terms of the special promotion. (E)

###### B. Rates and Charges

1. The following rates apply for Area Plus services.

- a. Individual line service

- (1) Residence

|   | Suspend<br>Rate | Monthly<br>Rate       | USOC |     |
|---|-----------------|-----------------------|------|-----|
| (a) Per line (without the Complete Choice option) | \$16.00         | <del>\$36</del> 38.00 | VR5  | (U) |
| (b) <i>Obsoleted, See Section A103</i>            |                 |                       |      | (E) |
| (c) <i>Obsoleted, See Section A103</i>            |                 |                       |      | (E) |
| (d) <i>Obsoleted, See Section A103</i>            |                 |                       |      | (E) |

**Note 1:** Complete Choice Obsoleted February 19, 2009, Type 4 (See Section A103) (E)

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.3 Reserved for Future Use

### A103.4 Flat Rate Service

#### A103.4.1 Reserved for Future Use

#### A103.4.2 Reserved for Future Use

#### A103.4.3 Complete Choice Service

(Obsoleted February 19, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

##### A. General

1. Complete Choice service provides the features specified following in conjunction with a flat rate access line. The access line includes Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to access all exchange access lines in the subscriber's local calling area as defined in A3.3.1 of this Tariff.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the services/features specified in the following sections of this Tariff:

- A13.9 Custom Calling Services
- A13.19 TouchStar Services excluding Calling Number Delivery Blocking-Permanent
- A13.20 Customized Code Restriction
- A13.34 RingMaster Service
- A13.47 Message Waiting Indication
- A113.10 Obsolete Custom Calling Services
- A12.16.2.A Call Hold and Call Pickup only (PCS limitations do not apply)

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All rules, regulations and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 of this Tariff do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer hunting as specified in A3.6 at no additional charge in addition to the features listed in 3. preceding. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi-line package must be billed to the same account and located at the same premises.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.
6. Existing customers of Complete Choice service can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in 3 preceding unless specifically allowed by the terms of the special promotion.

##### B. Rates and Charges

1. The following monthly rates apply for Complete Choice service.

##### a. Individual line service

##### (1) Residence

|   | Suspend Rate | Monthly Rate                 | USOC           |            |
|---|--------------|------------------------------|----------------|------------|
| (a) Per line<br>(USOCs VR3 and VSB must both be used to provide this service.)                          | \$5.50       | <del>\$33</del> 35.00        | NA             | (⊖)(⊕)     |
| (b) Per Two-Line Plan package or<br>Credit for two individual lines qualifying as Two-Line Plan package | 11.00        | 40.95<br><del>25</del> 29.05 | CCML2<br>CRD2C | (⊖)<br>(R) |
| (c) Per Three-Line Plan package   | 16.50        | 60.95                        | CCML3          | (⊖)<br>(M) |

Material previously appearing on this page now appears on page(s) 18.12.1 of this section.

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.4 Flat Rate Service (Cont'd)

#### A103.4.6 PreferredPack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. ⊕  
*Customers may add or remove features within the package.*)

##### A. Description of Service

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections of this Tariff:
  - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
  - A13.19 Caller ID, Call Return
  - A13.47 Message Waiting Indication
  - A13.70 Privacy Manager service

##### B. Regulations and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.4.6.A.3.
2. All rules, regulations and limitations specified in the sections listed in A103.4.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan can not take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.4.6.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

##### C. Rates and Charges

1. The following monthly rates apply for the PreferredPack plan.

|                      | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b>      | <b>USOC</b>  |
|----------------------|-------------------------|------------------------------|--------------|
| (a) Per plan package | <b>\$5.50</b>           | <del>\$29</del> <b>31.00</b> | <b>PAMA5</b> |

(1)

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.4 Flat Rate Service (Cont'd)

#### A103.4.7 2 Pack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. *Customers may add or remove features within the package.*)

##### A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
  - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
  - A13.19 Caller ID
  - A13.47 Message Waiting Indication

##### B. Regulations and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.4.7.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All rules, regulations and limitations listed in A103.4.7.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan can not take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.4.7.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

##### C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

|                      | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b> | <b>USOC</b> |
|----------------------|-------------------------|-------------------------|-------------|
| (a) Per plan package | \$5.50                  | \$ <del>24</del> 26.00  | PAMA6       |

### A3. BASIC LOCAL EXCHANGE SERVICE

#### A3.4 Flat Rate Service (Cont'd)

##### A3.4.4 Area Plus Service (Cont'd)

###### A. General (Cont'd)

2. Subscribers to any of the Area Plus services receive a thirty percent discount on rates specified in A18.3.1.H. This discount supersedes the volume discounts defined in A18.3.7, and is applied after the appropriate time period discounts specified in A18.3.1.H have been applied and after the calls have been aggregated to a monthly total. This discount applies to covered customer-dialed calling card calls, including the calling card surcharges on these calls; and to covered customer-dialed collect calls accepted by the subscriber to any of the Area Plus services, including the operator surcharges on these calls. The discount is applied on a per line basis to each call type after the calls have been aggregated to a monthly total.
3. Residence customers may also subscribe to Area Plus service with the Complete Choice option. All services/features specified in **A103.4.3** as available with Complete Choice service are available with this option of Area Plus service. Rules, regulations and limitations specified in **A103.4.3** for Complete Choice service apply to this option of Area Plus service<sup>1</sup>.
4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Area Plus service with the Complete Choice option. Both plans offer hunting at no additional charge as specified in **A103.4.3**. All services/features specified in **A103.4.3** as available with Complete Choice service are available with each line of a multi-line package. Rules, regulations and limitations specified in **A103.4.3** for Complete Choice service apply to each line of a multi-line package with the Complete Choice option. All lines in each multi-line package must be billed to the same account and located at the same premises<sup>1</sup>.
5. Service charges specified in Section A4 of this Tariff do not apply for a conversion of existing service to/from Area Plus service or Area Plus service with the Complete Choice option<sup>1</sup>.
6. Residential Area Plus service and Area Plus service with Complete Choice option customers may not subscribe to Local Usage Detail.
7. Existing customers of Area Plus service with the Complete Choice option can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in **A103.4.3** unless specifically allowed by the terms of the special promotion.

###### B. Rates and Charges

1. The following rates apply for Area Plus services.

###### a. Individual line service

###### (1) Residence

|   | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b> | <b>USOC</b> |     |
|---|-------------------------|-------------------------|-------------|-----|
| (a) Per line (without the Complete Choice option) | <b>\$16.00</b>          | <b>\$38.00</b>          | <b>VR5</b>  | (1) |
| (b) <i>Obsoleted, See Section A103</i>            |                         |                         |             |     |
| (c) <i>Obsoleted, See Section A103</i>            |                         |                         |             |     |
| (d) <i>Obsoleted, See Section A103</i>            |                         |                         |             |     |

**Note 1:** Complete Choice Obsoleted February 19, 2009, Type 4 (See Section A103)

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.3 Reserved for Future Use

### A103.4 Flat Rate Service

#### A103.4.1 Reserved for Future Use

#### A103.4.2 Reserved for Future Use

#### A103.4.3 Complete Choice Service

(Obsoleted February 19, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. Customers may add or remove features within the package.)

##### A. General

1. Complete Choice service provides the features specified following in conjunction with a flat rate access line. The access line includes Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to access all exchange access lines in the subscriber's local calling area as defined in A3.3.1 of this Tariff.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the services/features specified in the following sections of this Tariff:

- A13.9 Custom Calling Services
- A13.19 TouchStar Services excluding Calling Number Delivery Blocking-Permanent
- A13.20 Customized Code Restriction
- A13.34 RingMaster Service
- A13.47 Message Waiting Indication
- A113.10 Obsolete Custom Calling Services
- A12.16.2.A Call Hold and Call Pickup only (PCS limitations do not apply)

A subscriber may select an unlimited number of compatible services or features from the sections listed above. All rules, regulations and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 of this Tariff do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer hunting as specified in A3.6 at no additional charge in addition to the features listed in 3. preceding. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi-line package must be billed to the same account and located at the same premises.
5. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.
6. Existing customers of Complete Choice service can not take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in 3 preceding unless specifically allowed by the terms of the special promotion.

##### B. Rates and Charges

1. The following monthly rates apply for Complete Choice service.

##### a. Individual line service

##### (1) Residence

|   | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b>       | <b>USOC</b>                  |     |
|---|-------------------------|-------------------------------|------------------------------|-----|
| (a) Per line<br>(USOCs VR3 and VSB must both be used to provide this service.)                          | <b>\$5.50</b>           | <b>\$35.00</b>                | NA                           | (I) |
| (b) Per Two-Line Plan package or<br>Credit for two individual lines qualifying as Two-Line Plan package | <b>11.00</b>            | <b>40.95</b><br><b>-29.05</b> | <b>CCML2</b><br><b>CRD2C</b> | (R) |
| (c) Per Three-Line Plan package   | <b>16.50</b>            | <b>60.95</b>                  | <b>CCML3</b>                 |     |

Material previously appearing on this page now appears on page(s) 18.12.1 of this section.



ISSUED: January 22, 2010  
BY: Marshall M. Criser III, President -FL  
Miami, Florida

EFFECTIVE: January 23, 2010

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.4 Flat Rate Service (Cont'd)

#### A103.4.6 PreferredPack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location. *Customers may add or remove features within the package.*)

##### A. Description of Service

1. The PreferredPack plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections of this Tariff:
  - A13.9 Call Waiting ID, Three-Way Calling, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
  - A13.19 Caller ID, Call Return
  - A13.47 Message Waiting Indication
  - A13.70 Privacy Manager service

##### B. Regulations and Limitations of Service

1. The PreferredPack plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.4.6.A.3.
2. All rules, regulations and limitations specified in the sections listed in A103.4.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing PreferredPack plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the PreferredPack plan can not take advantage of special promotions for the PreferredPack plan or any of the features/services specified in A103.4.6.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The PreferredPack plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

##### C. Rates and Charges

1. The following monthly rates apply for the PreferredPack plan.

|                      | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b> | <b>USOC</b>  |     |
|----------------------|-------------------------|-------------------------|--------------|-----|
| (a) Per plan package | <b>\$5.50</b>           | <b>\$31.00</b>          | <b>PAMA5</b> | (1) |

ISSUED: January 22, 2010  
BY: Marshall M. Criser III, President -FL  
Miami, Florida

EFFECTIVE: January 23, 2010

## A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

### A103.4 Flat Rate Service (Cont'd)

#### A103.4.7 2 Pack Plan

(Obsoleted January 27, 2009, Type 4. Not available for new installations, additions or on transfers of service to a new location.  
*Customers may add or remove features within the package.*)

##### A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.3.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:

A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access

A13.19 Caller ID

A13.47 Message Waiting Indication

##### B. Regulations and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.4.7.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All rules, regulations and limitations listed in A103.4.7.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan can not take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.4.7.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

##### C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

|                      | <b>Suspend<br/>Rate</b> | <b>Monthly<br/>Rate</b> | <b>USOC</b>  |     |
|----------------------|-------------------------|-------------------------|--------------|-----|
| (a) Per plan package | <b>\$5.50</b>           | <b>\$26.00</b>          | <b>PAMA6</b> | (1) |