

RECEIVED-FPSC

01 JAN 31 PM 4:51



RECORDS AND REPORTING

Verizon Florida Inc.

Michelle A. Robinson  
Regulatory Affairs  
Assistant Vice President

One Tampa City Center  
Post Office Box 110, FLTC0616  
Tampa, Florida 33601-0110  
813-483-2526  
813-223-4888 (Facsimile)

Ms. Blanca S. Bayo, Director  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

*010000-PR*

January 31, 2001

Dear Ms. Bayo:

I am writing to inform you of Verizon Florida Inc.'s plans to discontinue offering rental telephones and related equipment to our customers.

We will, of course, ensure that customers are notified of this change in our policy. To that end, I have attached for your information a copy of our customer notification (Attachment A) as well as our timeline for exiting the rental telephone equipment business (Attachment B). As provided in the timeline, we will be sending this notice to customers through separate postcard mailings beginning in February. We will stop renting telephone equipment to customers on February 1, 2001, and customers will have until May 31, 2001 to return or replace existing rental equipment. On June 1, 2001, Verizon will turn title to any rental equipment still in a customer's hands, rental charges to the customer will cease and the equipment will be the customer's to keep. Until further notice, Verizon will continue rental of the Equipment for Disabled Customers specified in Section A27 of the General Services Tariff.

I hope this information and the enclosed documents will assist the Commission staff in responding to any customer inquiries that you may receive resulting from Verizon's decision to discontinue its rental phone offering.

Please call me if you have any questions.

Sincerely,

*Michelle A. Robinson*

Michelle A. Robinson

MAR:hr  
Attachments

- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- LEG
- OPC \_\_\_\_\_
- PAJ \_\_\_\_\_
- REG \_\_\_\_\_
- SEC
- SEP \_\_\_\_\_
- TAL \_\_\_\_\_

DOCUMENT NUMBER-DATE

01467 JAN 31 01

FPSC-RECORDS REPORTING

Dear Verizon Customer,

Our records show that you currently rent residence or single line business phones and/or equipment from us. We've decided to exit that rental business. You don't have to return the phones or equipment to us. They're yours to keep. Your last monthly rental charge will be included on your April bill, and covers rental through Thursday, May 31. We've also stocked enough phones in our Verizon Phone Marts to meet any repair and replacement needs for current rental customers through May 31. Any repairs after that date are your responsibility.

Thanks for letting us to serve you. We value you as a customer and look forward to continuing to do business with you. Questions? Call us toll-free at 1-800-XXX-XXXX (residence) or 1-800-XXX-XXXX (business).

Verizon's Timeline for Exiting the CPE Rental Business

February 1, 2001	Verizon no longer accepts new rental business.
February, March and April	Verizon sends three direct mail pieces to its current rental customers.
April billing cycle	The last month Verizon will bill customers for rental equipment.
May 31, 2001	Last day customers can exchange or replace their rental equipment.
June 1, 2001	Verizon turns title to rental equipment over to customers.