

**David Christian**  
Vice President  
Regulatory Affairs Florida



106 E. College Ave  
Tallahassee, Florida 32301  
Telephone 850-224-3963  
Fax 850-222-2912  
david.christian@verizon.com

June 30, 2009

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 Contents Page 1.1

Original Page 11.4.13

Original Page 11.4.14

Original Page 11.4.15

Original Page 11.4.16

Original Page 11.4.17

Original Page 11.4.18

The purpose of this filing is to offer customers a new flat-rated business bundle option. The optional business flat-rated bundle, Single Line Business PAK, includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:  
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Single Line Business PAK is offered for a one-year or three-year term commitment.

If you require additional information, please call Demetria Clark at (850) 222-5479.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

DMC:rt

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Page No.</u>	
<b>A13.14</b>		<b><u>VERIZON CALLING SERVICES</u></b>
	10	
A13.14.1	10	General
A13.14.2	10.0.1	Description
A13.14.3	10.1	Rates
A13.14.4	11.1	Custom Calling Local Area Signaling Service
A13.14.5	11.4	WorkSmart
A13.14.6	11.4.2	Unlimited Extended Calling Service (ECS) and Toll Usage for Business
A13.14.7	11.4.6	Regional Essentials with FiOS Bundle Discounts
A13.14.8	11.4.7	Unlimited Dial Tone Line (DTL) and Unlimited CustoPAK Packages
A13.14.9	11.4.13	Single Line Business PAK
		(N)
<b>A13.15</b>		<b><u>LIST SERVICE</u></b>
	11.5	
<b>A13.16</b>		<b><u>Obsolete (DIAL DATALINK SERVICE moved to Section A113).</u></b>
<b>A13.17</b>		<b><u>NETWORK FACILITIES FOR USE WITH PUBLIC ANNOUNCEMENT SERVICES - (OBSOLETE - SEE SECTION A113.3)</u></b>
<b>A13.18</b>		<b><u>(RESERVED FOR FUTURE USE)</u></b>
<b>A13.19</b>		<b><u>INFORMATION SYSTEM ACCESS LINES - (OBSOLETE - SEE SECTION A113.4)</u></b>
<b>A13.20</b>		<b><u>DID-IOD SERVICE</u></b>
	13	
A13.20.1	13	Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems
A13.20.2		(Deleted)
A13.20.3	15.1	Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching System
A13.20.4	16	Direct Inward/Outward Dialing (DIOD) Service
<b>A13.21</b>		<b><u>MOBILE TELEPHONE SERVICE RADIO LINE USAGE DETAIL</u></b>
	17	
A13.21.1	17	General
A13.21.2	17	Rates
<b>A13.22</b>		<b><u>BREAK IN ROTARY GROUP</u></b>
	17	
A13.22.1	17	General
A13.22.2	17	Rates and Charges
<b>A13.23</b>		<b><u>(DELETED)</u></b>

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

## .9 Single Line Business PAK

## A. General

Single Line Business PAK is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:  
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Verizon Broadband Service (Verizon High-Speed Internet service or Verizon FiOS service.)

## B. Regulations

1. Single Line Business PAK is available only where facilities and conditions permit.
  - 1a. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business PAK is available only on a one-year or three-year term agreement.
3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FiOS service.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

## .9 Single Line Business PAK (Continued)

## B. Regulations (Continued)

4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and CustoSak Packages.
6. Single Line Business PAK is not available with the following services:
  - CentraNet, CustoSak
  - ISDN Service
  - Remote Call Forwarding Service
  - Auto Universal Call Distribution (ACD/UCD)
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Ground Start Lines or Trunks
7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

## .9 Single Line Business PAK (Continued)

## B. Regulations (Continued)

8. 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
9. Single Line Business PAK may only be used for voice applications 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. 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.
10. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages on the same account.
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 a Single Line Business PAK.
13. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

## .9 Single Line Business PAK (Continued)

## C. Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75

3-year term agreement

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

## .9 Single Line Business PAK (Continued)

## C. Termination Liability (continued)

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at 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 the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

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

- 1) 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;
- 2) 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
- 3) 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.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.9 Single Line Business PAK (Continued)

D. RATES AND CHARGES

	<u>3-Year Term</u>	<u>1-Year Term</u>	
Single Line Business PAK	\$65.00	\$65.00	
Verizon Broadband Credit	\$12.00	\$0.00	

(N)

(N)



## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Page No.</u>	
<b>A13.14</b>		<b><u>VERIZON CALLING SERVICES</u></b>
	10	
A13.14.1	10	General
A13.14.2	10.0.1	Description
A13.14.3	10.1	Rates
A13.14.4	11.1	Custom Calling Local Area Signaling Service
A13.14.5	11.4	WorkSmart
A13.14.6	11.4.2	Unlimited Extended Calling Service (ECS) and Toll Usage for Business
A13.14.7	11.4.6	Regional Essentials with FiOS Bundle Discounts
A13.14.8	11.4.7	Unlimited Dial Tone Line (DTL) and Unlimited CustoPAK Packages
	<u>11.4.13</u>	<u>A13.14.9 Single Line Business PAK</u>
		<u>(N)</u>
<b>A13.15</b>	11.5	<b><u>LIST SERVICE</u></b>
<b>A13.16</b>		<b><u>Obsolete (DIAL DATALINK SERVICE moved to Section A113).</u></b>
<b>A13.17</b>		<b><u>NETWORK FACILITIES FOR USE WITH PUBLIC ANNOUNCEMENT SERVICES - (OBSOLETE - SEE SECTION A113.3)</u></b>
<b>A13.18</b>		<b><u>(RESERVED FOR FUTURE USE)</u></b>
<b>A13.19</b>		<b><u>INFORMATION SYSTEM ACCESS LINES - (OBSOLETE - SEE SECTION A113.4)</u></b>
<b>A13.20</b>	13	<b><u>DID-IOD SERVICE</u></b>
A13.20.1	13	Direct-In-Dialing (DID) to Customer-Premises Located Switching Systems
A13.20.2		(Deleted)
A13.20.3	15.1	Identified-Outward-Dialing (IOD) from Customer-Premises Located Switching System
A13.20.4	16	Direct Inward/Outward Dialing (DIOD) Service
<b>A13.21</b>	17	<b><u>MOBILE TELEPHONE SERVICE RADIO LINE USAGE DETAIL</u></b>
A13.21.1	17	General
A13.21.2	17	Rates
<b>A13.22</b>		<b><u>BREAK IN ROTARY GROUP</u></b>
A13.22.1	17	General
A13.22.2	17	Rates and Charges
<b>A13.23</b>		<b><u>(DELETED)</u></b>

~~(M) Material relocated from Contents Page 1.~~

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

.9 Single Line Business PAKA. General

Single Line Business PAK is an optional business flat-rated usage package with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment.

Single Line Business PAK includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:  
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Verizon Broadband Service (Verizon High-Speed Internet service or Verizon FiOS service.)

B. Regulations

1. Single Line Business PAK is available only where facilities and conditions permit.

1a. Single Line Business PAK is available only to customers who subscribe to the company for their local usage and intraLATA toll calls

2. Single Line Business PAK is available only on a one-year or three-year term agreement.

3. Single Line Business PAK is only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a/ Verizon Long Distance and Verizon High-Speed Internet service or Verizon FiOS service.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)(N).9 Single Line Business PAK (Continued)B. Regulations (Continued)

4. Single Line Business PAK is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business PAK per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by Verizon. Customers may not combine this package with the Unlimited Dialtone and CustoSak Packages.
6. Single Line Business PAK is not available with the following services:
  - CentraNet, CustoSak
  - ISDN Service
  - Remote Call Forwarding Service
  - Auto Universal Call Distribution (ACD/UCD)
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Ground Start Lines or Trunks
7. Single Line Business PAK is not available in combination with other optional calling plans or virtual private network services.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

.9 Single Line Business PAK (Continued)B. Regulations (Continued)

8. 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

9. Single Line Business PAK may only be used for voice applications 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. 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.

10. Customers may not subscribe to both the Single Line Business PAK and Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages on the same account.

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 a Single Line Business PAK.

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

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

.9 Single Line Business PAK (Continued)C. Termination Liability

Single Line Business PAK is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business PAK term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75

3-year term agreement

\$125 for default within the 1st year of the term

\$100 for default within the 2nd year of the term

\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

.9 Single Line Business PAK (Continued)C. Termination Liability (continued)

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at 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 the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

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

- 1) 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;
- 2) 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
- 3) 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.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.9 Single Line Business PAK (Continued)

D. <u>RATES AND CHARGES</u>	3-Year Term	1-Year Term
<u>Single Line Business PAK</u>	<u>\$65.00</u>	<u>\$65.00</u>
<u>Verizon Broadband Credit</u>	<u>\$12.00</u>	<u>\$0.00</u>

(N)

(N)