



CenturyLink™

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OVERLAND PARK, KS 66211

March 24, 2011

Ms. Beth Salak
Director, Division of Competitive Markets and Enforcement
Attention: Tariff Section
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: TL727

Dear Ms. Salak:

Attached for filing, please find the following revised pages for the Embarq Florida, Inc. d/b/a CenturyLink General Exchange Tariff. This filing is submitted with a proposed effective date of March 25, 2011. The Company's tariffs are available on its website at <http://about.centurylink.com/tariffs/>.

Section A2 Fourth Revised Sheet 36

This filing proposes a change to the Payment for Service section under the General Regulations. For checks or drafts presented for payment for service that are not accepted by the institution on which they are written or drafted, this filing proposes to eliminate the possibility of applying either 5% of the total balance or \$27.50, whichever is greater, with a flat charge of \$27.50. Eliminating the option of charging 5% of the total unpaid balance on the account is to the customer's benefit in instances where the unpaid balance would have resulted in a charge greater than \$27.50.

If you have any questions regarding this filing, please call me.

Sincerely,

/s/ Debra Levy

Debra Levy

Attachments

cc: Sandy Khazraee

DEBRA LEVY
TARIFF ANALYST II
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FL 11-04

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A2
Fourth Revised Sheet 36
Cancelling Third Revised Sheet 36
Effective: March 25, 2011

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

3. Payment for Service

a. The subscriber is responsible for payment of all appropriate charges for completed calls, services and equipment. All charges due by the subscriber are payable at the Company's business office or at any agency authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where any undercharge in billing of a subscriber is the result of a Company mistake, the Company may not backbill in excess of twelve months. Where overbilling of a subscriber occurs, due either to company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

1) A charge of **\$27.50 will** apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written. (C)

b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A2

BY: Darlene N. Terry ~~Chantel Mosby~~
Tariff Manager ~~Director~~

Fourth ~~Third~~ Revised Sheet 36
Cancelling Third ~~Second~~ Revised Sheet 36
Effective: March 25, 2011 ~~September 1, 2010~~

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

3. Payment for Service

a. The subscriber is responsible for payment of all appropriate charges for completed calls, services and equipment. All charges due by the subscriber are payable at the Company's business office or at any agency authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where any undercharge in billing of a subscriber is the result of a Company mistake, the Company may not backbill in excess of twelve months. Where overbilling of a subscriber occurs, due either to company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled.

1) A charge of \$27.50 ~~or 5%, whichever is greater~~, will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written. (C)

b. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's station.