



October 31, 2017  
Via Email

Ms. Beth Salak, Director, Regulatory Analysis  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**RE: ACN Communication Services, LLC  
Revision for Florida Price List No. 3 (Local)**

Dear Ms. Salak:

Enclosed for filing please find the above referenced tariff filing submitted on behalf of ACN Communication Services, LLC ("Company"). This filing increases local and national Directory Assistance rates for business and residential customers and introduces the Cost Assessment Charge in AT&T service areas. All customers are being notified of these changes via bill messages. The Company respectfully requests an effective date of November 1, 2017 for this filing.

The following tariff pages are included:

|                                  |  |
|----------------------------------|--|
| 4 <sup>th</sup> Revised Page 1   | Updates Check Sheet  |
| 2 <sup>nd</sup> Revised Page 2   | Updates Check Sheet  |
| 1 <sup>st</sup> Revised Page 38  | Adds Cost Assessment Charge in AT&T Area and adds text.                                |
| 2 <sup>nd</sup> Revised Page 80  | Increases Directory Assistance Rates for ACN Business Advantage Unlimited in AT&T Area |
| 2 <sup>nd</sup> Revised Page 84  | Increases Directory Assistance Rates for ACN Business Advantage Plus in AT&T Area      |
| 1 <sup>st</sup> Revised Page 105 | Increases Residential Local Directory Assistance Rate in AT&T Area                     |
| 1 <sup>st</sup> Revised Page 107 | Increases Residential National Directory Assistance Rate in AT&T Area                  |

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to [Sthomas@tminc.com](mailto:Sthomas@tminc.com). Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas  
Consultant to ACN Communication Services, LLC

tms: FL11702  
Enclosures  
ST/im

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 LOCAL EXCHANGE SERVICES PRICE LIST
 

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## CHECK SHEET

The pages of this Price List, as listed below, are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original Price List and are currently in effect as of the date at the bottom of this page.

| PAGE  | REVISION                |   | PAGE | REVISION                |   | PAGE | REVISION                  |
|-------|-------------------------|---|------|-------------------------|---|------|---------------------------|
| Title | Original                |   | 38   | 1 <sup>st</sup> Revised | * | 70   |                           |
| 1     | 4 <sup>th</sup> Revised | * | 39   | Original                |   | 71   | Original                  |
| 2     | 2 <sup>nd</sup> Revised | * | 40   | Original                |   | 72   | Original                  |
| 3     | Original                |   | 41   | Original                |   | 73   | Original                  |
| 4     | Original                |   | 42   | Original                |   | 74   | 1 <sup>st</sup> Revised   |
| 5     | Original                |   | 43   | Original                |   | 75   | Original                  |
| 6     | Original                |   | 44   | 1 <sup>st</sup> Revised |   | 76   | 1 <sup>st</sup> Revised   |
| 7     | Original                |   | 45   | Original                |   | 77   | Original                  |
| 8     | Original                |   | 46   | Original                |   | 78   | Original                  |
| 9     | Original                |   | 47   | 1 <sup>st</sup> Revised |   | 79   | Original                  |
| 10    | Original                |   | 48   | Original                |   | 80   | 2 <sup>nd</sup> Revised * |
| 11    | Original                |   | 49   | Original                |   | 81   | Original                  |
| 12    | Original                |   | 50   | Original                |   | 82   | Original                  |
| 13    | Original                |   | 51   | Original                |   | 83   | Original                  |
| 14    | Original                |   | 52   | Original                |   | 84   | 2 <sup>nd</sup> Revised * |
| 15    | Original                |   | 53   | Original                |   | 85   | Original                  |
| 16    | Original                |   | 54   | Original                |   | 86   | Original                  |
| 17    | Original                |   | 55   | Original                |   | 87   | Original                  |
| 18    | Original                |   | 56   | Original                |   | 88   | Original                  |
| 19    | Original                |   | 57   | Original                |   | 89   | Original                  |
| 20    | Original                |   | 58   | Original                |   | 90   | Original                  |
| 21    | Original                |   | 59   | 1 <sup>st</sup> Revised |   | 91   | Original                  |
| 22    | Original                |   | 60   | Original                |   | 92   | Original                  |
| 23    | Original                |   | 61   | Original                |   | 93   | Original                  |
| 24    | Original                |   | 62   | Original                |   | 94   | Original                  |
| 25    | Original                |   | 63   | Original                |   | 95   | Original                  |
| 26    | Original                |   | 64   | Original                |   | 96   | Original                  |
| 27    | Original                |   | 65   | Original                |   | 97   | Original                  |
| 28    | Original                |   | 66   | 1 <sup>st</sup> Revised |   | 98   | Original                  |
| 29    | Original                |   | 67   | Original                |   | 99   | Original                  |
| 36    | Original                |   | 68   | Original                |   | 100  | Original                  |
| 37    | Original                |   | 69   | 1 <sup>st</sup> Revised |   |      |                           |

\* Included with this filing.

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Issued By:

 Jeremy Smuckler  
 Associate General Counsel  
 1000 Progress Place  
 Concord, North Carolina 28025

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LOCAL EXCHANGE SERVICES PRICE LIST

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CHECK SHEET (CONT'D.)

| PAGE | REVISION                |   |
|------|-------------------------|---|
| 101  | Original                |   |
| 102  | Original                |   |
| 103  | Original                |   |
| 104  | Original                |   |
| 105  | 1 <sup>st</sup> Revised | * |
| 106  | Original                |   |
| 107  | 1 <sup>st</sup> Revised | * |
| 108  | 1 <sup>st</sup> Revised |   |
| 109  | 1 <sup>st</sup> Revised |   |
| 110  | Original                |   |
| 111  | 1 <sup>st</sup> Revised |   |
| 112  | Original                |   |
| 113  | Original                |   |
| 114  | Original                |   |
| 115  | Original                |   |
| 116  | Original                |   |
| 117  | Original                |   |
| 118  | Original                |   |
| 119  | Original                |   |
| 120  | Original                |   |
| 121  | Original                |   |
| 122  | Original                |   |

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LOCAL EXCHANGE SERVICES PRICE LIST

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**SECTION 3 – BASIC SERVICES AND RATES**

All Services listed in the Section are grandfathered and available to existing Customers only. Services are not available for new installations. (N)

**3.1 General**

**5.1.1** Service is furnished for telecommunications originating and terminating within the State of Florida under the terms and conditions of this price list. Service is offered through the use of leased facilities and on a resale basis. Service is available for use twenty-four hours per day, seven days per week. (T)

Customers are billed based on their use of ACN's network and services. Charges may vary by service offering, class of service, class of call, and/or call duration.

The Company provides access to operator services, "911" services, and relay services for the hearing impaired, as required in Chapter 364.337(2), Fla. Statutes.

**5.1.2 Cost Assessment Charge (CAC)** (N)

A Cost Assessment Charge (CAC) is assessed on a per access line basis for residential and business Customers. The CAC recovers ongoing costs associated with the administration of local telephone numbers. This charge is not a tax or fee that the government requires the carrier to collect from its Customers.

**AT&T Service Areas**

|                          | <u>Residential</u> | <u>Business</u> |
|--------------------------|--------------------|-----------------|
| Per Local Exchange Line: | \$0.42             | \$1.38          |

**3.2 Quality and Grade of Service Offered**

Minimum Call Completion Rate - Customers can expect a call completion rate of not less than 90% during peak use periods. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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 LOCAL EXCHANGE SERVICES PRICE LIST
 

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## SECTION 3 – BASIC SERVICES AND RATES (CONT'D.)

## 3.7 Business Bundled Services (Cont'd.)

## 3.7.1 ACN Business Advantage Unlimited (Cont'd.)

## C. Rates and Charges - AT&amp;T Territory (Cont'd.)

## 2. Monthly Recurring and Usage Charges (Cont'd.)

Operator Services, per call

Operator Assistance \$5.00

## Directory Assistance

Local Directory Assistance \$2.29 (I)

National Directory Assistance \$2.29 (I)

Directory Listing Services

Non-listed number, per month \$2.99

Non-published number, per month \$3.99

Additional listings – local or foreign, per month \$6.00

Toll Free Directory Listing, per month \$25.00

Features, per use

Repeat Dialing \$0.75

Call Trace \$5.00

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## SECTION 3 – BASIC SERVICES AND RATES (CONT'D.)

## 3.7 Business Bundled Services (Cont'd.)

## 3.7.2 ACN Business Advantage Plus

## C. Rates and Charges - AT&amp;T Territory (Cont'd.)

## 2. Monthly Recurring and Usage Charges (Cont'd.)

Operator Services, per call

Operator Assistance \$5.00

## Directory Assistance

Local Directory Assistance \$2.29 (I)

National Directory Assistance \$2.29 (I)

Directory Listing Services

Non-listed number, per month \$2.99

Non-published number, per month \$3.99

Additional listings – local or foreign,  
per month \$6.00

Toll Free Directory Listing, per month \$25.00

Features, per use

Repeat Dialing \$0.75

Call Trace \$5.00

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**LOCAL EXCHANGE SERVICES PRICE LIST**


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**SECTION 4 – SUPPLEMENTAL SERVICES AND RATES (CONT'D.)****4.7 Directory Assistance****4.7.1 Local Directory Assistance**

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance.

There are no call allowances for Directory Assistance. No credit will be given for requested telephone numbers that are not found in the directory. Customers may reach Directory Assistance by dialing direct or by having the call billed to a calling card or third number.

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

**Rates****AT&T Territory**

|           |                  |
|-----------|------------------|
|           | <u>Residence</u> |
| Per Call: | \$2.29 (I)       |

**Embarq Territory**

|           |                  |
|-----------|------------------|
|           | <u>Residence</u> |
| Per Call: | \$1.25           |

**Verizon Territory**

Service not yet available

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**SECTION 4 – SUPPLEMENTAL SERVICES AND RATES (CONT'D.)****4.7 Directory Assistance (Cont'd.)****4.7.3 National Directory Assistance Service**

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two(2) requested telephone numbers are allowed per call.

This service may be alternately billed by using a calling card, billing to a third number, or collect. Operator-handled charges, as specified in Section 4.8 of this price list, apply as appropriate.

**Rates****AT&T Territory**

|           |                  |
|-----------|------------------|
|           | <u>Residence</u> |
| Per Call: | \$2.29 (I)       |

**Embarq Territory**

|           |                  |
|-----------|------------------|
|           | <u>Residence</u> |
| Per Call: | \$1.25           |

**Verizon Territory**

|  |                           |
|--|---------------------------|
|  | Service not yet available |
|--|---------------------------|

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