

David Christian
Vice President
Regulatory Affairs Florida



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April 15, 2011

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 Page 11.1.9

1st Revised Page 11.1.10

The purpose of this filing is to introduce a multi-line discount for Solutions for Business Bundle customers who add a new line to their service, for a total of 4 or more lines.

If you require additional information, please call Frank App at (813) 978-2006.

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

Attachments

DMC:rt

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(4) Rates

	<u>Month-to-Month</u>	<u>2-Year Term</u>
<u>Solutions for Business Bundle Main Line*</u>	\$65.00	\$65.00

Solutions for Business Bundle Additional Line Monthly Rate

Additional Bundle Line	\$35.00
Additional Bundle Line-Plus	\$45.00
Additional Bundle Line-Unlimited*	\$65.00

Multi-Line Discount

Customers adding a new line (for a total of 4 or more lines) on or after April 17, 2011 will receive the following discount:

	<u>Monthly Discount</u>
Additional Bundle Line-Plus – 4th and above line**	\$8.00
Additional Bundle Line-Unlimited – 4th and above line**	\$10.00

(*) An additional discount will be available when ordering Non-LEC Services from the providers of those services for a 2-Year Term only.

(**) Discounts apply to customers who have 4 or more lines per account. The monthly discount will be applied per line to the 4th and higher Additional Bundle Lines. Discounts do not apply to Basic Additional Bundle Lines or the Solutions Bundle Main Line. However, Basic Additional Bundle Lines and the Solutions Bundle Main Line are included in the total line count to determine discount eligibility.

4. Credit Offers

Verizon Florida LLC may offer residence customers who contact the company to disconnect their telephone service or change their local service from another provider to Verizon, a one time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.

Eligible customers who contact or are contacted by the Company with repair issues may receive the \$25 benefit.

Eligible customers who contact the company may receive the \$50 reconnect benefit.

(M) Material relocated to Page 11.1.10.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

F. Rates (Continued)

4. Credit Offers (Continued)

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers to qualifying customers must be redeemed prior to the expiration date specified in the offer.

The offers are not available to customers disconnecting dial tone service for seasonal service.

The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Verizon.

The offers are not available to customers who are in the control group of the repair trial which is being conducted between September 15, 2008, and March 12, 2009. The trial is tariffed in Section 2.11.

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.2 Custom Calling Local Area Signaling Service

A. Conditions

- (1.) Custom Calling Local Area Signaling Service is a group of Verizon calling services offered to single line residential and single line business customers subscribing to one party local exchange service.
- (2.) Custom Calling Local Area Signaling Services are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.
- (3.) Operator assisted calls are designed to override the screening list features for emergency purposes.
- (4.) Coin phones will not be enabled with Custom Calling Local Area Signaling Service services, just as they are not enabled with other Verizon calling services. They will operate with the Custom Calling Local Area Signaling Service system, however, and interaction with all the features will be permitted.
- (5.) When a CCLASS service or package is ordered subsequent to the installation of its associated exchange line, the Network Access Change Charge shall be waived for up to sixty (60) days from the initial request for service.
- (6.) Satisfaction Guarantee

If at anytime the customer notifies Verizon Florida LLC he is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Verizon will remove the service from the customer's account.

The Satisfaction Guarantee will apply to all Verizon calling services/features listed in Section A13.14 of this Tariff.

(M) Material relocated from Page 11.1.9.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(4) Rates

	<u>Month-to-Month</u>	<u>2-Year Term</u>
<u>Solutions for Business Bundle Main Line*</u>	\$65.00	\$65.00

	<u>Monthly Rate</u>
<u>Solutions for Business Bundle Additional Line</u>	

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~~Section 2.11.~~

(M) Material relocated to Page 11.1.10.

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MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: August 1, 2010
ISSUED: July 30, 2010

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.1 Custom Calling Features and Feature Packaged Services (Continued)

(N)

F. Rates (Continued)

4. Credit Offers (Continued)

(N)

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