



November 28, 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 December 1, 2011. The Company's tariffs are available on its website at <http://about.centurylink.com/tariffs/>.

Index	Eighth Revised Sheet 13	A127 (cont'd)	Fourth Revised Sheet 1.4
A13	Seventeenth Revised Contents Sheet 6		Second Revised Sheet 1.5
	Eleventh Revised Sheet 119		Second Revised Page 1.6
A127	Twelfth Revised Sheet 1		Eleventh Revised Sheet 2
	Seventh Revised Sheet 1.1		Second Revised Sheet 4
	Eighth Revised Sheet 1.2		Second Revised Sheet 7
	Fifth Revised Sheet 1.3		

This filing eliminates the availability of the Talking Call Waiting feature for residence and business customers.

The manufacturer of the network software and hardware platform that supports the Talking Call Waiting feature or functionality discontinued support of the platform as of December 31, 2009.

The hardware components were discontinued by the manufacturer and are unavailable in the open market, as well as being proprietary. The Company no longer has an inadequate stock of spare hardware components to maintain the network platform and the underlying Talking Call Waiting feature functionality.

The cost to migrate the small number of customers who subscribe to Talking Call Waiting or the feature functionality to an alternative Company infrastructure is prohibitive. In addition, the discontinued support from the manufacturer has led to sporadic outages resulting in some Talking Call Waiting subscribers being adversely affected.

Ms. Beth Salak
November 28, 2011
Page 2 of 2

Customers impacted by this change were provided notification during the month of October by bill message.

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

Sincerely,

/s/ Debra Levy

Debra Levy

Attachments

cc: Sandy Khazraee

FL 11-12

DEBRA LEVY
Tariff Analyst II
Debra.Levy@CenturyLink.com
5454 W. 110th Street
Voice: (913) 345-7571
Fax: (913) 345-6756
www.centurylink.com

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. **d/b/a CenturyLink**

Eighth Revised Sheet 13
 Cancelling Seventh Revised Sheet 13
 Effective: December 1, 2011

By: Darlene N. Terry
 Tariff Manager

INDEX

	<u>SECTION</u>	<u>SHEET</u>
STATE OF FLORIDA ELECTRONIC SWITCHED NETWORK (SUNCOM) (UNITED TELEPHONE EXCHANGES ONLY)	A12	17
STATE OF FLORIDA GOVERNMENT AGENCIES, LOCAL SERVICE FOR	A22	1
SUNCOM (CCSA) MESSAGE TAPE FOR FLORIDA STATE UNIVERSITY (CENTRAL TELEPHONE ONLY)	A13	65
SUSPENSION OF BUSINESS AND RESIDENCE SERVICE	A2	27
211 SERVICE FOR COMMUNITY INFORMATION AND REFERRAL SERVICES	A10	76
TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991 (TASA)	A2	53
TELECOMMUNICATIONS DEVICES (TDD'S), HANDSETS, AND SIGNALING EQUIPMENT FOR THE HEARING IMPAIRED	A14	1
TELECOMMUNICATIONS DEVICES (TDD'S), HANDSETS, AND SIGNALING EQUIPMENT FOR THE HEARING IMPAIRED-OBSOLETE SERVICE OFFERINGS (UNITED TELEPHONE ONLY)	A114	1
TELECOMMUNICATIONS DEVICES FOR PERSONS WITH HEARING IMPAIRMENT (CENTRAL TELEPHONE ONLY)	A114	3
TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM	A13	93
TELEPHONE ANSWERING SERVICE FACILITIES	A8	1
TELEPHONE ANSWERING SERVICE FACILITIES - OBSOLETE SERVICE OFFERINGS	A108	1
TELEPHONE DIRECTORIES, LOCAL EXCHANGE	A6	21
TELEPHONE DIRECTORIES, PROVISION OF	A2	24
TELEPHONE NUMBER CHANGE	A4	4
TELEPHONE NUMBERS, PROVISION AND OWNERSHIP OF	A2	24
TELESAVER SERVICE	A18	38

(D)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Darlene N. Terry
Tariff Manager

Seventeenth Revised Contents Sheet 6
Cancelling Sixteenth Revised Contents Sheet 6
Effective: December 1, 2011

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>SHEET</u>	
Y. PRIVACY ID	118	
1. General	118	
2. Terms and Conditions	118	
3. Rates and Charges	118	
Z. RESERVED FOR FUTURE USE	119	(C)
1. General	119	(D)
2. Terms and Conditions	119	
3. Rates and Charges	119	(D)
AA. RESERVED FOR FUTURE USE	120	
1. General	120	(D)
2. Terms and Conditions	120	
3. Limitations	121	
4. Liability Limitations	121	(D)
BB. EMBARQ SMART CONNECT	122	
1. General	122	
2. Terms and Conditions	122	
3. Rates and Charges	123	
CC. SATISFACTION GUARANTEE PROGRAM	124	
DD. VOICE BUSINESS CONTINUITY	126	
1. General	126	
2. Definitions	126	
3. Terms and Conditions	127	
4. Limitation of Liability	128	
5. Restrictions	129	
6. Rates and Charges	129	

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

Eleventh Revised Sheet 119

Cancelling Tenth Revised Sheet 119

Effective: December 1, 2011

By: John M. Felz
Director

MISCELLANEOUS SERVICE ARRANGEMENTS

Z. RESERVED FOR FUTURE USE

(C)

(D)

(D)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A127

Twelfth Revised Sheet 1

BY: Darlene N. Terry
Tariff Manager

Cancelling Eleventh Revised Sheet 1
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE

No new customers may subscribe to these services. This service will continue to be provided to existing customers until such time as discontinued by the customer, the Company, or the Florida Public Service Commission or the service can no longer be maintained by the Company.

1. General

a. Solutions is an optional residence service enrollment plan.

2. Rates and Charges

a. Solutions Packages

	<u>Monthly Rate</u>	
1) <u>Sure Solution I</u> Obsolete December 3, 1999 ⁽¹⁾ Local Exchange Service Advantage Custom Calling Package 60 minutes of Local Toll	\$40.00	(T)
2) <u>Custom Solution I</u> Obsolete December 3, 1999 ⁽¹⁾ Local Exchange Service Advantage Custom Calling Package	35.00	(T)
3) <u>Ideal Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Essentials Custom Calling Package 60 minutes of Local Toll	40.00	(D) (T)
4) <u>Sure Solution II</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Essentials Custom Calling Package	38.00	(D) (T)
5) <u>Choice Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service InTouch with Call Forwarding Custom Calling Package 60 minutes of Local Toll	33.50	(T)
6) <u>Standard Solution I</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Enhanced Call Waiting 60 minutes of Local Toll	29.00	(T)

(D)
(D)

⁽¹⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

(T)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Seventh Revised Sheet 1.1
Cancelling Sixth Revised Sheet 1.1
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>
7) <u>Basic Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Elite Custom Calling Package 60 minutes of Local Toll	\$40.00
8) <u>Classic Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Elite Custom Calling Package	35.00
9) <u>Core Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Enhanced Call Waiting - Optional Call Forwarding Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection) Repeat Dial Return Call Call Forward No Answer-Fixed Call Forward Busy-Fixed Speed Dial 8 Selective Call Acceptance Selective Call Forwarding Selective Call Ring Selective Call Rejection	36.95

⁽¹⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Eighth Revised Sheet 1.2
Cancelling Seventh Revised Sheet 1.2
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>
10) <u>Clear Solution</u> Obsolete February 22, 2007 ⁽¹⁾ Local Exchange Service Call Forwarding Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection) Repeat Dial Return Call Call Forward No Answer-Fixed Call Forward Busy-Fixed Speed Dial 8 Selective Call Acceptance Selective Call Forwarding Selective Call Ring Selective Call Rejection	\$36.95
11) <u>Personal II Solution</u> ⁽¹⁾ Obsolete June 20, 2008 ⁽²⁾ Local Exchange Service Enhanced Call Waiting - Optional Call Waiting ID Call Forwarding Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection) Repeat Dial Return Call Call Forward No Answer-Fixed Call Forward Busy-Fixed Selective Call Forwarding	40.00

⁽¹⁾ Privacy ID can be added to this Solutions package at the discounted monthly rate shown in Section A13.Y.

⁽²⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Fifth Revised Sheet 1.3
Cancelling Fourth Revised Sheet 1.3
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>
12) <u>Home II Solution</u> ⁽¹⁾ Obsolete June 20, 2008 ⁽²⁾ Local Exchange Service Enhanced Call Waiting - Optional Call Waiting ID Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection) Call Forward No Answer-Fixed Call Forward Busy-Fixed	\$36.00
13) <u>Core Solution Plus</u> Obsolete June 20, 2008 ⁽²⁾ Local Exchange Service Enhanced Call Waiting - Optional Call Forwarding Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection) Repeat Dial Return Call Call Forward No Answer-Fixed Call Forward Busy-Fixed Speed Dial 8 Selective Call Acceptance Selective Call Forwarding Selective Call Ring Selective Call Rejection Privacy ID	40.95

⁽¹⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

(D)
(D)
(T)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Fourth Revised Sheet 1.4
Cancelling Third Revised Sheet 1.4
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>
14) <u>Special Plan Bundle</u> ⁽¹⁾ Obsolete June 20, 2008 ⁽⁴⁾ Local Exchange Service Enhanced Call Waiting Call Forward Busy-Fixed Call Forward No Answer-Fixed Caller ID with Name (includes Anonymous Call Rejection) Call Forwarding Call Waiting ID Selective Call Acceptance Repeat Dial Return Call	\$45.00 ⁽²⁾
15) <u>Standard Solution II</u> Obsolete June 20, 2008 ⁽⁴⁾ Local Exchange Service Enhanced Call Waiting Three-Way Calling Call Forwarding Call Forward Busy-Fixed Call Forward No Answer-Fixed	28.50
16) <u>Safe and Sound II Solution</u> ⁽³⁾ Obsolete June 20, 2008 ⁽⁴⁾ Local Exchange Service Caller ID with Name (includes Anonymous Call Rejection)	26.00

(D)

⁽¹⁾ Privacy ID can be added to the Solutions Package at the discounted monthly rate shown in Section 13.Y.

⁽²⁾ The Special Plan Bundle is available for \$30.00 when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited – Option 1 plus either the Company's High Speed Internet (DSL), DISH Network Satellite TV (video) or EMBARQ Wireless.

⁽³⁾ Customers must purchase the non-regulated services LineGuard or Data LineGuard and Home Phone Warranty.

⁽⁴⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Second Revised Sheet 1.5
Cancels First Revised Sheet 1.5
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS – RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>
17) <u>Standard Home Phone II</u> ^{(1) (2)} Obsolete May 15, 2009 ⁽³⁾ Local Exchange Service Caller ID with Name (includes Anonymous Call Rejection) Enhanced Call Waiting Call Waiting ID Three-Way Calling Call Forwarding Repeat Dial Return Call Selective Call Forwarding Speed Dial 8	\$31.95

(D)

⁽¹⁾ Customers must also subscribe to the Company's Voicemail and must initially subscribe to any Embarq Communications, Inc. long distance plan plus any one of the following services: Privacy ID, LineGuard, or Home Phone Warranty.

⁽²⁾ Privacy ID can be added to the Solutions Package at the discounted monthly rate shown in Section 13.Y.

⁽³⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A127
 Second Revised Page 1.6
 Cancels First Revised Sheet 1.6
 Effective: December 1, 2011

BY: Darlene N. Terry
 Tariff Manager

OBSOLETE SERVICE OFFERINGS
 SPECIAL PACKAGED OFFERINGS

A. SOLUTIONS - RESIDENCE (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>	
18) <u>Progressive Plan</u> ⁽¹⁾ Obsolete March 18, 2011 ⁽²⁾ Local Exchange Service Enhanced Call Waiting - Optional Call Waiting ID Three-Way Calling Caller ID with Name (includes Anonymous Call Rejection Call Forwarding Call Forward No Answer-Fixed Call Forward Busy-Fixed	\$25.45	(D) (T)
19) <u>Simple Solution</u> Obsolete March 18, 2011 ⁽²⁾ Local Exchange Service Caller ID with Name (includes Anonymous Call Rejection) Speed Dial 8	19.99	(T)

⁽¹⁾ Effective 01/18/07 customers must subscribe to Voicemail. (D)
 (D)
 (T)

⁽²⁾ As of March 18, 2011, this service is limited to lines in service for existing customers. (T)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A127

Eleventh Revised Sheet 2

BY: Darlene N. Terry
Tariff Manager

Cancelling Tenth Revised Sheet 2

Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

B. SOLUTIONS – BUSINESS

No new customers may subscribe to these services. This service will continue to be provided to existing customers until such time as discontinued by the customer, the Company, or the Florida Public Service Commission or the service can no longer be maintained by the Company.

1. General

a. Solutions is an optional business service enrollment plan.

2. Rates and Charges

a. Solutions Packages

	<u>Monthly Rate</u>	
1) <u>Economy Solution II</u> ⁽¹⁾ Obsolete May 4, 2005 ⁽²⁾ Local Exchange Service Choice of three of the following: Call Forwarding Features (Call Forward Busy-Fixed, plus Call Forward No Answer-Fixed) Enhanced Call Waiting Caller ID with Name (includes Anonymous Call Rejection) Three-Way Calling Repeat Dial	\$34.95	(T)
2) <u>Ideal Solution</u> Obsolete June 16, 2005 ⁽²⁾ Local Exchange Service Essentials Custom Calling Package 60 minutes of Local Toll	59.95	(T) (D)
3) <u>Choice Solution</u> Obsolete June 16, 2005 ⁽²⁾ Local Exchange Service InTouch with Call Forwarding Custom Calling Package 60 minutes of Local Toll	59.95	(T)
4) <u>Standard Solution I</u> Obsolete June 16, 2005 ⁽²⁾ Local Exchange Service Enhanced Call Waiting 60 minutes of Local Toll	59.95	(T)

⁽¹⁾ Customers must also purchase any Embarq Communications, Inc. Plan.

⁽²⁾ **As** of March 18, 2011, this service is limited to lines in service for existing customers.

(D)
(D)
(T)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

BY: Darlene N. Terry
Tariff Manager

SECTION A127
Second Revised Sheet 4
Cancels First Revised Sheet 4
Effective: December 1, 2011

OBSOLETE SERVICE OFFERINGS
SPECIAL PACKAGED OFFERINGS

B. SOLUTIONS - BUSINESS (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

		<u>Monthly Rate</u>		
		<u>Tallahassee</u>	<u>All Other</u>	
		<u>Exchange</u>	<u>Exchanges</u>	
9)	<u>Sure Solution II</u> Obsolete March 18, 2011 ⁽¹⁾ Flat Rate Business 1-Party Local Exchange Service Enhanced Call Waiting Three-Way Calling Return Call Repeat Dial Call Forwarding Selective Call Rejection Caller ID with Name (includes Anonymous Call Rejection) Call Waiting ID Call Forward Busy-Fixed Call Forward No Answer-Fixed	\$41.95	\$41.95	(D) (T)

⁽¹⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

(D)
(D)
(T)

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A127
 Second Revised Sheet 7
 Cancels First Revised Sheet 7
 Effective: December 1, 2011

BY: Darlene N. Terry
 Tariff Manager

OBSOLETE SERVICE OFFERINGS
 SPECIAL PACKAGED OFFERINGS

B. SOLUTIONS - BUSINESS (Cont'd)

2. Rates and Charges (Cont'd)

a. Solutions Packages (Cont'd)

	<u>Monthly Rate</u>	
13) <u>Complete Business Bundle</u>		(D)
Obsolete March 18, 2011 ⁽⁴⁾		
Flat Rate Business 1-Party Local Exchange Service		
Enhanced Call Waiting		
Three-Way Calling		
Return Call		
Repeat Dial		
Call Forwarding		
Selective Call Rejection		
Caller ID With Name (includes		
Anonymous Call Rejection)		
Call Waiting ID		
Call Forward Busy-Fixed		
Call Forward No Answer-Fixed		
Initial bundle, per location	\$30.00 ⁽¹⁾	(T)
2nd through 9th bundle		
(per bundle), per location	25.00 ⁽²⁾	

⁽¹⁾ Customers must also subscribe to 1.5 Mbps (or greater) High-speed Internet under a two year (or greater) term commitment, Voicemail, DSL Secure and Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan.

⁽²⁾ Customers must also subscribe to the Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan.

⁽³⁾ As of March 18, 2011, this service is limited to lines in service for existing customers.

(D)
 (D)
 (T)

(T)
 (T)