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March 19, 2008

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

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1st Revised Page 11.1.2

Original Page 11.1.3

The purpose of this filing is to offer residential customers who change their local service from another provider to Verizon, or who contact Verizon to disconnect their service but ultimately retain service with Verizon, a one time \$25 benefit that may take the form of either a gift card or bill credit. Residential customers who disconnect, may receive a one time \$50 benefit that may take the form of either a gift card or bill credit.

If you require additional information, please call Joan Gage at (813) 483-2520.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.3 Rates (Continued)

d. Credit Offers

(1) Residence Retention and Reconnect Offer

Verizon Florida LLC may offer residence customers who either disconnect or attempt to disconnect their telephone service 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 change their local service from another provider to Verizon, or who contact Verizon to disconnect their service but ultimately retain Verizon, or who contact the Company with repair issues may receive the \$25 benefit.

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

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.

(N)

(N)

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(M) Material relocated to Page 11.1.3.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(M)

.4 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.

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(M) Material relocated from Page 11.1.2.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~.4 Custom Calling Local Area Signaling Service~~

~~a. Conditions~~

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- ~~(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 Charge 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.~~

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~~.3 Rates (Continued)~~

(N)

~~d. Credit Offers~~

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~~Verizon Florida LLC may offer residence customers who either disconnect or attempt to disconnect their telephone service a one time benefit of either \$25 or \$50, that may either take the form of a gift card or bill credit.~~

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(N)

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(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).4 Custom Calling Local Area Signaling Service

(M)

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.
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- (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.

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