

REQUEST TO ESTABLISH DOCKET

(Please Type)

Date: 10/23/2008 Docket No.: 080652

1. Division Name/Staff Name: Division Of Regulatory Compliance/Bates

2. OPR: Division of Regulatory Compliance

3. OCR: Office of the General Counsel

4. Suggested Docket Title: Review of Tariff Filing (T-080639) by Verizon Florida LLC to Establish Bill Credit Trial

5. Suggested Docket Mailing List (attach separate sheet if necessary)
A. Provide NAMES OR ACRONYMS ONLY if a regulated company.
B. Provide COMPLETE NAME AND ADDRESS for all others. (Match representatives to companies.)
1. Parties and their representatives (if any):

Verizon Florida LLC	

2. Interested persons and their representatives (if any):

6. Check one:
 Documentation is attached.
 Documentation will be provided with recommendation.

DOCUMENT NUMBER-DATE
1008 | OCT 23 8

T 080639**Margie Johnson**

From: demetria.g.clark@verizon.com
Sent: Friday, September 12, 2008 9:14 AM
To: Telephone Tariffs
Cc: joan.gage@verizon.com; rosanne.tompkin@verizon.com; david.christian@core.verizon.com
Subject: TL710 Verizon
Attachments: FLIGL0-04202008SepRepairTrialPKG.pdf

September 12, 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 new tariff pages filed to become part of the Verizon Florida LLC General Services Tariff.

Section A2 General Regulations
1st Revised Page 26

Section A13. MISCELLANEOUS SERVICE ARRANGEMENTS
3rd Revised Page 11.1.2

The purpose of this filing is to provide select customers who experience 3 or more "no dial tone" (NDT) conditions or 2 or more repair issues within 30 days of a New, Change or Move Order, a \$20 bill credit. This filing additionally updates the trial dates for the Residence Retention and Reconnect Offer.

If you require additional information, please call Joan Gage at (813) 483-2530.

Sincerely,

David M. Christian
Vice President
Regulatory Affairs Florida

DMC:rt

Attachment

9/15/2008

David Christian
Vice President
Regulatory Affairs Florida



106 E. College Ave
Tallahassee, Florida 32301
Telephone 850-224-3963
Fax 850-222-2912
david.christian@verizon.com

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Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms. Salak:

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Section A2 General Regulations
2nd Revised Page 26

Section A13. MISCELLANEOUS SERVICE ARRANGEMENTS
4th Revised Page 11.1.2

The purpose of this filing is to provide select customers who experience 3 or more "no dial tone" (NDT) conditions or 2 or more repair issues within 30 days of a New, Change or Move Order, a \$20 bill credit. This filing additionally updates the trial dates for the Residence Retention and Reconnect Offer.

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Sincerely,

David M. Christian
Vice President
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Attachment

A2. GENERAL REGULATIONS

A2.11 Trials

.1 The following trial is on file with the Florida Public Service Commission:

	Area of Trial	Service	Application	Period
1)	Company's Service Territory	Residential Services	<p>Qualified customers are eligible residential customers who during the trial period experience two or more repair problems within 30 days of a New, Change or Move order.</p> <p>Up to 50% of qualifying customers will receive an automatic one-time proactive repair credit of \$25.00.</p> <p>Qualifying customers are limited to one during this trial period. This trial may not be combined with any other promotional offers except as authorized by Verizon.</p>	04/17/2008 – 08/25/2008
2)	Company's Service Territory	Residential Services	<p>Qualifying customers are residential, non-FiOS customers who during the trial period experience 3 or more "no dial tone" (NDT) conditions or 2 or more repair issues within 30 days of a New, Change or Move Order.</p> <p>Up to 30% of qualifying customers who agree not to disconnect their service and satisfy the above eligibility criteria will receive an automatic one-time proactive repair credit of \$20.</p> <p>This offer is limited to one per customer and cannot be combined with any other promotional offers except as authorized by Verizon.</p>	09/15/2008 - 03/12/2009

(N)

(N)

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 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.

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 tarified in Section 2.11. (T)

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(N)

(N)

~~(M)~~ Material relocated from Page 25.4.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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The offers are not available to customers who are in the control group of the repair trial which is being conducted between ~~April 17~~ September 15, 2008, and ~~September 17~~ March 12, 2008 2009. The trial (T) is tariffed in Section 2.11.