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July 14, 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

18th Revised Page 10.1

36th Revised Page 11

30th Revised Page 11.3

5th Revised Page 11.4.1

3rd Revised Page 39.1

The purpose of this filing is to increase the service rate for certain value added services.

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

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates

The following rates and charges are for Verizon calling services features and packages only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for the exchange access line and other services with which it is associated.

	Monthly Rate	
	Residence	Business
1. Each service, per line equipped		
(a) Call Forwarding <sup>1</sup>	\$ 4.75	\$ 7.50 (I)
(b) Multipath <sup>2</sup>	4.75	6.25

<sup>1</sup> Refer to Section A13.14.1.C.(1) for Choice Pac offer and applicable rate discount.

<sup>2</sup> Multipath is available only as an enhancement to Call Forwarding.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

1. Each Service, per line equipped (Continued)

	Monthly Rate	
	Residence	Business
(c) Three-Way Calling <sup>1,2</sup>		
Per Line	\$ 5.75	\$ 8.75 (I)
Per Activation <sup>3,4</sup>	1.25	1.25
(d) Speed Dialing (8-Code) <sup>1</sup>	4.50	4.50
(e) Speed Dialing (30-Code) <sup>1</sup>	5.00	5.50
(f) Call Waiting/Cancel Call Waiting <sup>1</sup>	7.95	10.50 (I)
(g) Distinctive Ring <sup>1</sup>	6.50	11.50 (I)
(h) Call Waiting ID Deluxe <sup>5</sup>	6.00	4.50

<sup>1</sup> Refer to Section A13.14.1.C.(1) for Choice Pac offer and applicable rate discount.

<sup>2</sup> The customer may subscribe to this service as follows: 1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.

<sup>3</sup> At the customer's request, the "per activation" service will be blocked on all lines at no charge.

<sup>4</sup> The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$18.75. Activations beyond fifteen (15) per month will not be billed.

<sup>5</sup> No non-recurring service charges apply to residential customers who also subscribe to Big Deal Option A. The monthly access charge for residential customers is \$2.00 if the customer also subscribes to Big Deal Option A.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.2 Custom Calling Local Area Signaling Service (Continued)

C. Rates

(1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<b>(a.) Residence</b>		
Busy Redial <sup>2</sup>		
Per line	\$ 5.50	1
Per activation <sup>6,7</sup>	-	\$ 1.25
* 69 <sup>2</sup>		
Per line	5.50	
Per activation <sup>6,7</sup>	-	1.25
Select Call Forwarding, per line	5.25	1
Call Trace <sup>2</sup> :		
Per line	5.50	
Per activation <sup>6</sup>	-	4.50
Selective Blocking (per call)	-	-
Complete Blocking (per line)	-	-
Anonymous Call Block <sup>3</sup>	3.00	1
Caller ID,		
per line	8.50	
Call Waiting ID, per line	-	8
Call Intercept <sup>4</sup>	6.00	(none)
<b>(b.) Business</b>		
Busy Redial <sup>2,9</sup>		
Per line	\$ 6.75	1
Per activation <sup>6,7</sup>	-	\$ 1.25
* 69 <sup>2,9</sup>		
Per line	7.75	1
Per activation <sup>6,7</sup>	-	1.25
Select Call Forwarding <sup>9</sup> , per line	6.00	1
Call Trace <sup>2</sup> :		
Per line	7.25	1
Per activation <sup>6</sup>	-	4.50
Selective Blocking (per call)	-	-
Complete Blocking (per line)	-	-
Anonymous Call Block <sup>3,5</sup>	3.00	1
Caller ID <sup>9</sup>		
per line	14.85 (l)	1
Call Waiting ID, per line	-	8

<sup>1</sup> Service Charges apply as set forth in Sections A4.

<sup>2</sup> The customer may subscribe to this feature as follows:

1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.

<sup>3</sup> Anonymous Call Block will be available, subject to the availability of facilities, at no charge to Call Block customers.

<sup>4</sup> Call Intercept will have a monthly recurring charge of \$4.00 per line when it is purchased as part of Big Deal Calling Service Option A or Local Package.

<sup>5</sup> Anonymous Call Block is not included toward the Choice Pac threshold. The rate, however, will be discounted if the threshold quantity is met.

<sup>6</sup> At the customer's request, the "per activation" service will be blocked on all lines at no charge.

<sup>7</sup> The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$18.75. Activations beyond fifteen (15) per month will not be billed.

<sup>8</sup> Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID Number Only or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID-Number Only or Caller ID), no service charges shall apply.

<sup>9</sup> Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 VERIZON Calling Services (Continued)

.3 WorkSmart (Continued)

B. Rates and Charges <sup>1</sup>

	<u>Monthly Rate</u>
Basic Package	
1 Year	\$ 26.46 (l)
2 Year	24.26
3 Year	22.06
Complete Package	
1 Year	24.96
2 Year	22.89
3 Year	20.81
Deluxe Package	
1 Year	36.51
2 Year	33.48
3 Year	30.44 (l)

<sup>1</sup> The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 SERVICES FOR ENHANCED SERVICE PROVIDERS (ESPs) (Continued)

## .7 Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge <sup>1</sup></u>
a. Call Forwarding, Busy Line-Fixed, Per Line Arranged	\$ 5.00	\$ -
b. Call Forwarding, No Answer-Fixed, Per Line Arranged	5.00	-
c. Call Forwarding, Busy/No Answer-Fixed, Per Line Arranged	6.50 (l)	-
d. Message Waiting Indication-Audible, Per Line Arranged	.50	-
e. Forwarded Call Information-Intraoffice, Per Line Arranged	1.00	-
f. Data Link Termination, per Data Link Arranged	250.00	500.00
g. Queuing, Per Line or Trunk Arranged	1.50	-
h. User Transfer, Per Line Arranged	1.50	-
i. Customer Controllable Ringing, Per Line Arranged	.50	-
j. Message Waiting Indication - Audible Ring Burst, Per Line Arranged	1.00	-
k. Enhanced Call Transfer Per trunk	19.00	25.00 <sup>2</sup>
l. Message Waiting Indication-Visual per line arranged	.50	-
m. PBX Trunk Line, Line Rate	(Refer to Section A3.3.4.b for applicable rate)	

<sup>1</sup> Nonrecurring charges are as found in Section A4 of this tariff.

<sup>2</sup> Nonrecurring charge is applied per customer. Nonrecurring charges from Section A4 of this Tariff are applicable in addition to this charge.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates

The following rates and charges are for Verizon calling services features and packages only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for the exchange access line and other services with which it is associated.

	Monthly Rate	
	Residence	Business
1. Each service, per line equipped		
(a) Call Forwarding <sup>1</sup>	\$ 4.75 <del>(+)</del>	\$ <del>67.50</del> <del>(0)</del>
(b) Multipath <sup>2</sup>	4.75 <del>(+)</del>	6.25

<sup>1</sup> Refer to Section A13.14.1.C.(1) for Choice Pac offer and applicable rate discount.

<sup>2</sup> Multipath is available only as an enhancement to Call Forwarding.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

1. Each Service, per line equipped (Continued)

	Monthly Rate	
	Residence	Business
(c) Three-Way Calling <sup>1,2</sup>		
Per Line	\$ 5.75 (I)	\$ <del>78.75</del> (I)
Per Activation <sup>3,4</sup>	1.25	1.25
(d) Speed Dialing (8-Code) <sup>1</sup>	4.50	4.50
(e) Speed Dialing (30-Code) <sup>1</sup>	5.00	5.50
(f) Call Waiting/Cancel Call Waiting <sup>1</sup>	7.95	<del>910.50</del> (I)
(g) Distinctive Ring <sup>1</sup>	6.50 (I)	<del>1011.50</del> (I)
(h) Call Waiting ID Deluxe <sup>5</sup>	6.00	4.50

<sup>1</sup> Refer to Section A13.14.1.C.(1) for Choice Pac offer and applicable rate discount.  
<sup>2</sup> The customer may subscribe to this service as follows: 1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.  
<sup>3</sup> At the customer's request, the "per activation" service will be blocked on all lines at no charge.  
<sup>4</sup> The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$18.75. Activations beyond fifteen (15) per month will not be billed.  
<sup>5</sup> No non-recurring service charges apply to residential customers who also subscribe to Big Deal Option A. The monthly access charge for residential customers is \$2.00 if the customer also subscribes to Big Deal Option A.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.2 Custom Calling Local Area Signaling Service (Continued)

C. Rates

(1.) The following charges are for the services only and are in addition to applicable charges for service. Service Charges apply as set forth in Section A4 of this tariff, except as shown herein.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<b>(a.) Residence</b>		
Busy Redial <sup>2</sup>		
Per line	\$ 5.50	1
Per activation <sup>6,7</sup>	-	\$ 1.25
* 69 <sup>2</sup>		
Per line	5.50	
Per activation <sup>6,7</sup>	-	1.25
Select Call Forwarding, per line	5.25	1
Call Trace <sup>2</sup> :		
Per line	5.50	
Per activation <sup>6</sup>	-	4.50
Selective Blocking (per call)	-	-
Complete Blocking (per line)	-	-
Anonymous Call Block <sup>3</sup>	3.00	1
Caller ID,		
per line	8.50	
Call Waiting ID, per line	-	8
Call Intercept <sup>4</sup>	6.00 (I)	(none)
<b>(b.) Business</b>		
Busy Redial <sup>2,9</sup>		
Per line	\$ 6.75	1
Per activation <sup>6,7</sup>	-	\$ 1.25
* 69 <sup>2,9</sup>		
Per line	7.75	1
Per activation <sup>6,7</sup>	-	1.25
Select Call Forwarding <sup>9</sup> , per line	6.00	1
Call Trace <sup>2</sup> :		
Per line	7.25	1
Per activation <sup>6</sup>	-	4.50
Selective Blocking (per call)	-	-
Complete Blocking (per line)	-	-
Anonymous Call Block <sup>3,5</sup>	3.00	1
Caller ID <sup>9</sup>		
per line	<del>13.50</del> 14.85 (I)	1
Call Waiting ID, per line	-	8

<sup>1</sup> Service Charges apply as set forth in Sections A4.

<sup>2</sup> The customer may subscribe to this feature as follows:

1) On a per line basis which allows an unlimited number of activations; or 2) on a per activation basis which can be activated at any time. The per activation charge is only applicable for successful activations.

<sup>3</sup> Anonymous Call Block will be available, subject to the availability of facilities, at no charge to Call Block customers.

<sup>4</sup> Call Intercept will have a monthly recurring charge of \$4.00 per line when it is purchased as part of Big Deal Calling Service Option A or Local Package.

<sup>5</sup> Anonymous Call Block is not included toward the Choice Pac threshold. The rate, however, will be discounted if the threshold quantity is met.

<sup>6</sup> At the customer's request, the "per activation" service will be blocked on all lines at no charge.

<sup>7</sup> The maximum monthly "per activation" charges are limited to the first fifteen (15) activations of a service per month, i.e., the maximum monthly "per activation" charges shall not exceed \$18.75. Activations beyond fifteen (15) per month will not be billed.

<sup>8</sup> Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID Number Only or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID-Number Only or Caller ID), no service charges shall apply.

<sup>9</sup> Refer to Section A13.14.1h. for Choice Pac offer and applicable rate discount.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 VERIZON Calling Services (Continued)

.3 WorkSmart (Continued)

B. Rates and Charges <sup>1</sup>

Monthly Rate

Basic Package

1 Year	\$ <del>24.45</del> <u>26.46</u> (I)
2 Year	<del>22.42</del> <u>24.26</u>
3 Year	<del>20.38</del> <u>22.06</u>

Complete Package

1 Year	<del>22.35</del> <u>24.96</u>
2 Year	<del>20.50</del> <u>22.89</u>
3 Year	<del>18.63</del> <u>20.81</u>

Deluxe Package

1 Year	<del>33.30</del> <u>36.51</u>
2 Year	<del>30.54</del> <u>33.48</u>
3 Year	<del>27.76</del> <u>30.44</u> (I)

<sup>1</sup> The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.33 SERVICES FOR ENHANCED SERVICE PROVIDERS (ESPs) (Continued)

## .7 Rates and Charges

	Monthly Rate	Nonrecurring Charge <sup>1</sup>
a. Call Forwarding, Busy Line-Fixed, Per Line Arranged	\$ 5.00 <del>(+)</del>	\$ -
b. Call Forwarding, No Answer-Fixed, Per Line Arranged	5.00 <del>(+)</del>	-
c. Call Forwarding, Busy/No Answer-Fixed, Per Line Arranged	<del>56.50</del> (U)	-
d. Message Waiting Indication-Audible, Per Line Arranged	.50	-
e. Forwarded Call Information-Intraoffice, Per Line Arranged	1.00	-
f. Data Link Termination, per Data Link Arranged	250.00	500.00
g. Queuing, Per Line or Trunk Arranged	1.50	-
h. User Transfer, Per Line Arranged	1.50	-
i. Customer Controllable Ringing, Per Line Arranged	.50	-
j. Message Waiting Indication - Audible Ring Burst, Per Line Arranged	1.00	-
k. Enhanced Call Transfer Per trunk	19.00	25.00 <sup>2</sup>
l. Message Waiting Indication-Visual per line arranged	.50	-
m. PBX Trunk Line, Line Rate	(Refer to Section A3.3.4.b for applicable rate)	

<sup>1</sup> Nonrecurring charges are as found in Section A4 of this tariff.

<sup>2</sup> Nonrecurring charge is applied per customer. Nonrecurring charges from Section A4 of this Tariff are applicable in addition to this charge.