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July 10, 2009

Beth Salak, Director
Regulatory Compliance
Florida Public Service Commission
Attn: Tariff Section
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Ms. Salak:

Pursuant to Florida Statute 364.051, attached for filing with the Commission are the following pages of the General Subscriber Service Tariff:

General Subscriber Service Tariff

Section A6 - Eleventh Revised Page 4

- Eighth Revised Page 5

The purpose of this filing is to increase the monthly rates for Non-Published and Non-Listed Directory Listings. The effective date of this tariff is July 11, 2009.

Acknowledgment, date of receipt and authority number of this filing are requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (slg)

Regulatory Vice President

Attachments

EXECUTIVE SUMMARY

Description of Proposed Tariff

This General Subscriber Services Tariff filing increases the rates for Directory Listings for residence and business.

Revenue Impact

This filing results in an increase in the Directory Assistance Non-Basic Services basket in the amount of 6.89%, which is within the allowed change for this basket.

A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

A6.4.1 General (Cont'd)

- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will not connect a call to a non-published subscriber on behalf of another caller when the caller does not furnish the non-published number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing, and at the subscriber's request, the Company will change the non-published telephone number at no charge to the subscriber. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13. of this Tariff.
- E. The telephone number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.
- F. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- G. The Company may provide telephone number, name and address of a subscriber with a non-published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4 of this tariff.

A6.4.2 Rate Application

A. Non-published listing

1. Where charge applies

	Monthly Rate	USOC	
(a) Business -each	\$4.95 <u>5.25</u>	NPU	(1)
(b) Residence -each	3.05 <u>3.65</u>	NPU	(1)

2. Where charge does not apply

- (a) each - **NP3**
- Service used primarily by a certified hearing/speech impaired person
- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.

A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

A6.4.2 Rate Application (Cont'd)

- A. Non-published listing (Cont'd)
 - 2. Where charge does not apply (Cont'd)
 - Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
 - Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.
 - Temporary service

A6.4.3 Reserved for Future Use

A6.5 Non-Listed (Semiprivate) Listing

A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13. of this Tariff.
- E. The telephone number, name and address of the subscriber may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.
- F. The Company may provide telephone number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4 of this tariff.

A6.5.2 Rate Application

- A. Non-listed listing
 - 1. Where charge applies

	Monthly Rate	USOC
(a) Business - each	\$ 2.45 <u>3.20</u>	NLT (1)
(b) Residence - each	1.50 <u>1.80</u>	NLT (1)

A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

A6.4.1 General (Cont'd)

- B. An incoming call to a subscriber with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will not connect a call to a non-published subscriber on behalf of another caller when the caller does not furnish the non-published number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing, and at the subscriber's request, the Company will change the non-published telephone number at no charge to the subscriber. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A13. of this Tariff.
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- F. For accounting purposes, the telephone number, name, and address of a subscriber with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.
- G. The Company may provide telephone number, name and address of a subscriber with a non-published number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4 of this tariff.

A6.4.2 Rate Application

A. Non-published listing

1. Where charge applies

- (a) Business -each
- (b) Residence -each

Monthly

Rate

\$5.25

3.65

USOC

NPU

NPU

(1)

(1)

2. Where charge does not apply

- (a) each

-

NP3

- Service used primarily by a certified hearing/speech impaired person

- Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.

A6. DIRECTORY LISTINGS

A6.4 Non-Published (Private) Listing (Cont'd)

A6.4.2 Rate Application (Cont'd)

A. Non-published listing (Cont'd)

2. Where charge does not apply (Cont'd)

- Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
- Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club if the subscriber is listed under the telephone number of the PBX, or Centrex Type Services furnished to such establishments.
- Temporary service

A6.4.3 Reserved for Future Use

A6.5 Non-Listed (Semiprivate) Listing

A6.5.1 General

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- B. The acceptance by the Company of the subscriber's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
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- F. The Company may provide telephone number, name and address of a subscriber with a Non-Listed number to the public safety agency certified, authorized and responsible for providing emergency notification services in the local city, county or municipality where the subscriber line associated with such number is located, pursuant to that agency's request under Emergency Service Provider Data Service (ESPDS) detailed in A38.4 of this tariff.

A6.5.2 Rate Application

A. Non-listed listing

1. Where charge applies

	Monthly Rate	USOC
(a) Business - each	\$ 3.20	NLT (1)
(b) Residence - each	1.80	NLT (1)