

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

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  
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.

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

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)  
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 (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 tariffed in Section 2.11. (T)



## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .3 Rates (Continued)

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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 ~~April 17~~ September 15, 2008, and ~~September 17~~ March 12, 2008 2009. The trial (T) is tariffed in Section 2.11.