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September 22, 2009

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.

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The purpose of this filing is to update the Verizon Florida LLC Table of Contents and Index, and to make other pertinent tariff updates, including the reorganization of Section A13 to reflect greater clarity and cohesiveness in the presentation of products and services.

If you require additional information, please call Demetria Clark at (850) 222-5479.

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

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A10.9 FRAME RELAY

.1 General

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its Facilities for Intrastate Access Tariff, Section 16. (T)

A10. DIGITAL NETWORK SERVICES

A10.14 ASYNCHRONOUS TRANSFER MODE (ATM)

.1 General

Verizon Florida LLC concurs in the rates and regulations for Asynchronous Transfer Mode (ATM) service as filed by (T)  
Verizon Florida LLC in its Facilities for Intrastate Access Tariff, Section 16. (T)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Automatic Time and Charge Reporting Service

## .1 General

- a. This service is available to subscribers who require billing information on paid toll messages routed through Traffic Sensitive Position System (TSPS) facilities equipped to provide the service.
- b. The Company reserves the right to deny a subscriber this service where the average volume of quoted messages is less than 250 message per month over a 6-month period.
- c. The customer must subscribe to basic business individual line local exchange service as specified in Section A3. Basic Local Exchange Service of this tariff, and must provide data and teletypewriter terminal equipment which meets Company technical specifications for the service.

A13.14 Verizon Calling Services

## .1 Custom Calling Features and Feature Packaged Services (N)

## A. General (T)

- (1) Verizon calling services are central office custom calling features and are limited to those areas served by central offices specifically equipped to provide such services. (T)
- (2) Except as noted in d., Verizon calling services are furnished in connection with individual line service exclusive of semipublic telephone service, CENTREX, CentraNet®, and PBX trunk lines. Where facilities permit, the services may be provided in connection with rotary service. (T)
- (3) The quality of transmission for calls utilizing Call Forwarding and Three-Way Calling Service may vary depending on the distance and routing of the calls involved. The Company makes no representation as to the quality of the transmission of such calls. (T)
- (4) The Call Forwarding feature is offered for use with PBX trunk service subject to the following limitations: (T)
  - (a) May be provided when compatible with the equipment configuration at the customer's premises. (T)
  - (b) Available only in certain types of central offices. (T)
  - (c) Not available with Direct Inward Dial-type trunks. (T)
- (5) When a Verizon calling service feature 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. (T)
- (6) Satisfaction Guarantee (T)

If at anytime the customer notifies Verizon Florida 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.

® Registered Trademark

MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: September 23, 2009  
ISSUED: September 22, 2009

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.14 Verizon Calling Services**

(T)

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

(N)

**B. Feature Description**

(M) (C)

(1) Call Forwarding

(T)

This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to a long-distance telecommunications point, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long-distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

(2) Multipath

(T)

This feature allows a Call Forwarding customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forward to" number must be in a hunt group.

Multipath is available only as an enhancement to Call Forwarding.

(T)

(3) Three-Way Calling

(T)

This feature permits a subscriber to add a third party to an already-established connection without the assistance of an operator.

At the customer's request, the "per activation" service will be blocked on all lines at no charge. (IOSC: 00173)

(T)

(4) Call Waiting/Cancel Call Waiting

(a) Call Waiting provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.

(b) Cancel Call Waiting allows a subscriber with Call Waiting to inhibit the operation of Call Waiting for one call. During this call, Call Waiting shall be inactive so that anyone calling the Call Waiting subscriber will receive a normal busy signal, and no call waiting tones will interrupt the subscriber's call.

(M)

(M) Material moved from Page 10.0.1

(N)

**A13. MISCELLANEOUS SERVICE ARRANGEMENTS**

**A13.14 Verizon Calling Services (Continued)**

- .1 **Custom Calling Features and Feature Packaged Services (Continued)** (C)
- B. **Feature Description (Continued)** (N)
  - (5) **Speed Dialing** (M) (T)
 

This service permits a subscriber to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire seven- or ten-digit telephone number. The two arrangements available are an 8-number capacity (8-code) and a 30-number capacity (30-code).
  - (6) **Distinctive Ring** (T)
 

This service allows coded ringing to be applied to an individual line where each of the two directory numbers would have a uniquely coded ring for customer identification. (M)
- C. **Feature Packages** (N)
  - (1) **Choice Pac** (T)
    - (a) Choice Pac offers a monthly discount on specific Verizon calling services when the customer orders three (3) or more services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer. (T)
 

Choice Pac is available to all business customers. The discounted services must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

If the customer removes an eligible service(s) so that the total subscribed to for this package is less than three (3), the discount percentage will not apply and the individual service rates as specified in Sections A13.14.1 E. and A13.14.2 of this Tariff will apply. (T)
    - (b) The following services are eligible for the Choice Pac discount offering.<sup>1</sup> (T)
 

Busy Redial	Distinctive Ring
* 69	Select Call Forwarding
Call Forwarding	Speed Dialing (8-Code)
Call Waiting/Cancel Call Waiting	Speed Dialing (30-Code)
Caller ID	Three-Way Calling
    - (c) The applicable monthly discount for Choice Pac is 30%. (T)

<sup>1</sup> Anonymous Call Block is not included toward the threshold. However, the rate will be discounted if the threshold quantity is met.

(M) Material moved from Page 10.1 (N)  
 (M<sup>1</sup>) Material moved to Page 10.0.1 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

- .1 Custom Calling Features and Feature Packaged Services (Continued) (C)
- C. Feature Packages (Continued) (N)
- (1) Choice Pac (Continued) (M)
- (d) Service charges are not applicable: (N)
- when an order is placed which qualifies the customer for the Choice Pac discount, or (M<sup>1</sup>)(T)
- when a Choice Pac customer repackages his services, provided he retains at least three (3) services specified in Section A13.14.1.C(1)(b). (T)
- (e) If the customer places an order which would normally require the application of any other service charge(s) on the same order, then all normally applicable charges apply, including the Network Access Change charge. (T)
- (M<sup>1</sup>)
- (2) The Big Deal Option A is a combination of Custom Calling and Custom Calling Local Area Signaling Services<sup>1</sup> (CLASS) available as a package to residential customers only. (N)
- Features include: Anonymous Call Block, Busy Redial, \* 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 8, Three-Way Calling And Priority Call.
- (3) The Big Deal Option B is a combination of Custom Calling and Custom Calling Local Area Signaling Services<sup>1</sup> (CLASS) services available as a package to residential customers only. (N)
- Features include: \* 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting and Three-Way Calling. (N)
- D. Bundled Local Service (M<sup>2</sup>) (T)
- The Bundled Local Service option provides local flat-rate service (including Extended Calling Service), IntraLATA long distance (only Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>), and a choice of vertical options at one monthly rate to residential customers. (Bundled Local Service is not available to Lifeline Service customers.)
- Bundled Local Service is available to residential customers in four bundled packages: Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>. (These four bundled packages are not compatible with each other, with other packaged services or with ISDN.) (M<sup>2</sup>)

<sup>1</sup> For descriptions of CCLASS features see Section A13.14.2. (N)

(M) Material moved to Page 10.0.0.1  
 (M<sup>1</sup>) Material moved from Page 10.0.0.2  
 (M<sup>2</sup>) Material moved from Page 11.0.2 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

(M)

E. Rates (T)

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			(T)
(a) Call Forwarding <sup>1</sup>	\$ 4.25	\$ 6.50	(T)
(b) Multipath <sup>2</sup>	4.25	6.25	(T)

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

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

(M) Material moved to Page 10.0.0.2 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

1. Each Service, per line equipped (Continued) (T)

	Monthly Rate		
	Residence	Business	
(c) Three-Way Calling <sup>1,2</sup>			(T)
Per Line	\$ 5.25	\$ 7.75	
Per Activation <sup>3,4</sup>	1.25	1.25	
(d) Speed Dialing (8-Code) <sup>2</sup>	4.50	4.50	(T)
(e) Speed Dialing (30-Code) <sup>2</sup>	5.00	5.50	(T)
(f) Call Waiting/Cancel Call Waiting <sup>2</sup>	7.95	9.50	(T)
(g) Distinctive Ring <sup>2</sup>	6.00	10.50	(T)
(h) Call Waiting ID Deluxe <sup>5</sup>	6.00	4.50	(T)

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

<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)

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

E. Rates (Continued) (T)

2. Feature Packaged Services (Continued) (T)

	<u>Monthly Rate</u>		
	<u>Residence</u>	<u>Business</u>	
(a) Big Deal Calling Services Option A <sup>1</sup> (Includes Anonymous Call Block, Busy Redial, * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 8, Three-Way Calling And Priority Call)	\$ 19.25	-	(T)
(b) Big Deal Calling Service Option B <sup>1</sup> (Includes * 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting and Three-Way Calling)	12.25	-	(T)

<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Big Deal Calling Services are established or discontinued.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

2. Feature Packaged Services (Continued) (N)

(c) <u>Verizon Local Package</u> <sup>sm1,2</sup>	<u>Monthly Rate</u> \$ 35.99	(T)
---	---------------------------------	-----

Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 Up to 3 Vertical Options (see following list)

(d) <u>Verizon Local Package Extra</u> <sup>sm1,2</sup>	38.99	(T)
---	-------	-----

Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 4 - 10 Vertical Options (see following list)

<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> or Verizon Regional Package<sup>sm</sup> are established or discontinued.

<sup>2</sup> The Verizon Five Cents Plan<sup>sm</sup> is available to Residential Customers subscribing to Verizon Local Package Extra<sup>sm</sup> and Verizon Local Package<sup>sm</sup>.

<sup>3</sup> Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.

<sup>4</sup> Local Directory Assistance is provided in A3.10 of this tariff.

<sup>sm</sup> Registered Trademark of Verizon

(M) Material moved to Page 10.0.1 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

2. Feature Packaged Services (Continued) (C)

	<u>Monthly Rate</u>	
(e) Verizon Regional Package <sup>sm 2, 5</sup>	\$40.99	(T)

Local Service (including Extended Calling Service)<sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed)<sup>6</sup>  
 Up to 4 Vertical Options (Caller ID,  
 Call Waiting/Cancel Call Waiting,  
 Three Way Calling, and Speed Dialing 8 or Speed Dialing 30)  
 A choice of voicemail options

The following vertical options are available for the residential customer to choose from:<sup>8</sup>

- Anonymous Call Block
- Busy Redial
- \* 69
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID
- Distinctive Ring
- Select Call Forwarding
- Speed Dialing – 8 and Speed Dialing – 30
- Three-Way Calling

	\$ 45.99	(T)
(f) Verizon Regional Package Extra <sup>sm 2, 5</sup>		

Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 Up to 10 Vertical Options (see following list)  
 IntraLATA Long Distance (only 1+ direct-dialed)<sup>6</sup>  
 Call Intercept  
 A choice of voicemail options

1 These vertical options are described in A13.14 of this tariff.  
 2 Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> or Verizon Regional Package<sup>sm</sup> are established or discontinued.  
 3 Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.  
 4 Local Directory Assistance is provided in A3.10 of this tariff.  
 5 Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup> are not available with any other IntraLATA long distance calling plan.  
 6 Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.  
 7 Voicemail is a non-regulated service.  
 8 These vertical options are described in A13.14 of this tariff.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

2. Feature Packaged Services (Continued) (C)

(g) Regional Value <sup>1,2</sup>	<u>Monthly Rate</u> \$ 27.04		(T)
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Residential Local Service (including Extended Calling Service) <sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) <sup>4</sup>

(h) Regional Essentials <sup>1,2</sup>	32.04		(T)
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Residential Local Service (including Extended Calling Service) <sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) <sup>4</sup>  
 Up to 3 Vertical Options: <sup>5</sup>  
     Caller ID  
     Call Waiting/Cancel Call Waiting  
     A choice of voicemail options <sup>6</sup>

3. Bundled Local Service (N)

(a) Regional Essentials Bundle Discounts (T)

1) A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following: (T)

DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING PRIOR TO NOVEMBER 1, 2008.

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$ 3.00		
	<u>Through</u> <u>April 30, 2008</u>	<u>On or After</u> <u>May 1, 2008</u>	
Verizon Wireless One-Bill®	5.00	0.00	
DIRECTV® through Verizon (Choice or higher)	7.99	0.00	
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless One-Bill® or DIRECTV® through Verizon (Choice or higher)	5.00	0.00	

<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Regional Value or Regional Essentials calling services are established or discontinued.

<sup>2</sup> Regional Value or Regional Essentials are not available with any other IntraLATA long distance calling plan.

<sup>3</sup> Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff

<sup>4</sup> Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

<sup>5</sup> These vertical options are described in A13.14 of this tariff.

<sup>6</sup> Voicemail is a non-regulated service.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

3. Bundled Local Service (Continued) (T)

(b) Regional Essentials Bundle Discounts (Continued) (T)

1) (Continued): May 1, 2008  
through  
October 31, 2008 (T)

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill®	\$3.00
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Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	5.00
---	------

2) Customers who subscribed to the above Regional Essentials Bundle Discount will renew at the rates below on a month to month basis upon expiration of their initial 12 month discount. (T)

	<u>Through April 17, 2009</u>	<u>On or After Apr 18, 2009</u>
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$3.00	3.00
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill®	3.00	3.00
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	3.00	5.00

3) DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING ON OR AFTER NOVEMBER 1, 2008. (T)

Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package)	5.00
---	------

DIRECTV® through Verizon (Choice or higher)	5.00
---	------

Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	5.00
---	------

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Verizon Broadband up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps, 3.0 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

3. Bundled Local Service (Continued) (T)

(c) Regional Value Bundle Discounts (T)

- 1) Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a discount when they have the following: (T)

Regional Value Discount

	<u>Through</u> <u>Oct. 31, 2008</u>	<u>On or after</u> <u>Nov. 1, 2008</u>
One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00	0.00

Customers who subscribed to the Regional Value Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount.

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00
--	--------

The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account.

Customer's are limited to one discount only and cannot combine discounts.

Each product must be purchased through or billed by Verizon Florida LLC (T)

Qualifying unlimited long distance calling plans must be consistent with the Plan O service – Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

- 2) A monthly discount may apply when Regional Value is bundled with an unlimited long distance calling plan plus the following: (T)

Verizon Online Broadband (Up to 1.0 Mbps package)	\$5.00
DIRECTV® through Verizon (Choice or higher)	5.00
Verizon Online Broadband (Up to 1.0 Mbps package) and DIRECTV® through Verizon (Choice or higher)	10.00

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Verizon Broadband up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (T)

3. Bundled Local Service (Continued) (T)

(d) Voice Discount Plan (T)

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Verizon, customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days and specifically request these rates, or customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC and accept this offer from Verizon, will be eligible for the following Voice Discount Plan. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon.

	<u>Discount</u>
Regional Value	\$17.05
Regional Essentials <sup>1,2</sup>	\$17.05
Regional Value <sup>3</sup>	\$15.00
Regional Essentials <sup>3</sup>	\$10.00

Customers who are currently subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 will renew at the renewal rates on a month to month basis upon expiration of their initial 12 month discount.

	<u>Renewal Discount</u>	
	<u>Through Mar 31, 2009</u>	<u>On or After Apr 1, 2009</u>
Regional Value	\$ 7.05	\$17.05
Regional Essentials <sup>1</sup>	\$ 7.05	\$17.05
Regional Value <sup>3</sup>	\$12.00	\$15.00
Regional Essentials <sup>3</sup>	\$ 7.00	\$10.00

<sup>1</sup> Purchased with additional line.  
<sup>2</sup> Not available to new subscribers as of September 15, 2008.  
<sup>3</sup> Bundled with a qualifying unlimited long distance calling plan.

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

4. Credit Offers (T)

(a) Residence Retention and Reconnect Offer (T)

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.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

## E. Rates (Continued) (T)

## 4. Credit Offers (Continued) (T)

## (a) Residence Retention and Reconnect Offer (Continued) (T)

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.

## .2 Custom Calling Local Area Signaling Service (T)

## 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.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .2 Custom Calling Local Area Signaling Service (Continued)

(T)

## B. Description

- (1.) Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (2.) \*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using \*69 will apply.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (3.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

- (4.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .2 Custom Calling Local Area Signaling Service (Continued)

(T)

## B. Description (Continued)

- (5.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number or name and number.

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

\* 69 - The terminating central office will recognize this "private" marking and prevent telephone number announcement to someone using \*69 service.

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

- (6.) Complete Blocking (Per Line) allows a single-line customer to mark their number or name and number "private" on all calls without dialing an activation code. To unblock and pass the number or name and number, the customer must dial \*82 before each call. When the calling party hangs up, the line reverts back to Complete Blocking.

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (5.) above.

- (7.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .2 Custom Calling Local Area Signaling Service (Continued)

(T)

## B. Description (Continued)

- (8.) Caller ID is an arrangement that permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (per call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

- (9.) Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit or screen phone will display the number of the calling party. At that time, the customer can decide whether to answer the call or not.
- (a.) Utilization of this feature requires the use of a Call Waiting-ID compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this CPE is the responsibility of the customer.
- (b.) The Company assumes no liability, and will be held harmless, for any incompatibility between the customer's equipment and this feature.
- (c.) All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Tariff. Those features must be ordered separately.
- (d.) This service is furnished on a where-available basis and is subject to the availability of facilities. The service is only available to single-line business and residence customers. It is not available to CentraNet, DID or Coin Telephone services. It will be available only to certain types of PBX systems depending on the customer's equipment, as well as the central office limitations.
- (e.) To use this feature, the customer must not have Cancel Call Waiting activated.
- (f.) Customers wishing to have Call Waiting ID must also subscribe to Call Waiting/Cancel Call Waiting and Caller ID.
- (g.) The customer must request Call Waiting ID although there are no additional charges for this feature.
- (h.) Service charges as specified in Section A4 will apply if the customer orders Call Waiting/Cancel Call Waiting and/or Caller ID. If the customer already subscribes to both services (Call Waiting/Cancel Call Waiting and Caller ID), no service charges shall apply.
- (10.) Call Waiting ID Deluxe<sup>1, 2</sup> allows customers the following options for handling new incoming calls while engaged on an existing call:
- Put the current call on hold and answer the waiting call.
  - Connect the waiting call to a "I'm busy – call back later" announcement.
  - Forward the waiting call to voice mail (or some other location).<sup>3</sup>
  - Connect the waiting call to a "please hold" announcement, then place the waiting call on hold.
  - Join the waiting call to the current call in progress.

Note<sup>1</sup> A customer must subscribe to Caller ID and Call Waiting/Cancel Call Waiting in order to be eligible for this service.

Note<sup>2</sup> Utilization of this feature requires the use of a Call Waiting ID Deluxe compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this equipment is the responsibility of the customer.

Note<sup>3</sup> Customers must subscribe to Central Office Based Voice Mail or Call Forwarding – Don't Answer for the option to be applicable.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .2 Custom Calling Local Area Signaling Service (Continued)

(T)

## B. Description (Continued)

- (11.) Call Intercept is an optional enhancement to Caller ID. It provides residence Caller ID customers with informed choices about accepting or rejecting unidentified calls by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a person or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the caller ID box. When the customer answers, Call Intercept plays the recorded name. The subscriber then (1) accepts the call, (2) declines the call and plays an announcement to the caller, (3) refuses a sales call and plays the sales screening announcement, (4) sends the call to voice mail, or (5) listens to the name recording again. If the customer is not home or chooses to not answer, Call Intercept connects the caller to an answering device or plays a message that the subscriber is not available. PIN numbers are available to subscribers for use by family or friends which allow Call Intercept screening to be bypassed and cause the words "Priority Caller" to be displayed on the caller ID box.

## Conditions for provisioning:

- (a) Call Intercept is provided only to residence customers.
- (b) Call Intercept is provided only to customers who subscribe to Caller ID.
- (c) Call Intercept is provided only from Advanced Intelligent Network (AIN) capable central offices and is offered where technically available.
- (d) Customers cannot have Call Intercept and Enhanced Call Forwarding on the same line.
- (e) Customer cannot have Call Intercept and Remote Call Forwarding on the same line.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.2 Custom Calling Local Area Signaling Service (Continued)

(T)

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>	5.50	(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 (I)	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	13.50 (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)

## .2 Custom Calling Local Area Signaling Service (Continued) (T)

## C. Rates (Continued)

- (2.) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established.
- (3.) When services are added to rearranged on an existing line, the Network Access Change charge as shown in Section A4 will apply. (Note: Central Office Line Connection charge does not apply when services are added or rearranged).
- (4.) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time. The Termination Liability will be waived for customers who add Business Unlimited Long Distance Service or elect to terminate Unlimited Long Distance Service. However, the Termination Liability start date will commence with the effective date of the change.

## .3 WorkSmart (T)

## A. General

- (1.) WorkSmart Basic, Complete, and Deluxe Packages offer business customers discount rates off the Verizon Calling Services features as listed below.
- (2.) Discounted rates are based on selection of one of the following term agreement periods:  
One-year commitment  
Two-year commitment  
Three-year commitment

(3.) Package Features

## Basic Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Enhanced Call Forwarding, Existing Number  
Three-Way Calling, per line

## Complete Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line

## Deluxe Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line  
\* 69  
Distinctive Ring

WorkSmart Package features are fixed. No substitutions are permitted between the Packages. The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

(4.) Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, the termination liability charges will be waived. If customer terminates service after 60 days and prior to the completion of the initial term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term.

If the customer terminates Worksmart to subscribe to Unlimited Extended Calling Service (ECS) and Toll Usage for Business with Feature Package<sup>1</sup> One, Two or Three on the same line, no termination liability charges will apply.

<sup>1</sup> See Section A13.14.6c of this tariff for a description of these services.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 VERIZON Calling Services (Continued)

.3 WorkSmart (Continued)

(T)

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

	<u>Monthly Rate</u>
Basic Package	
1 Year	\$ 24.45
2 Year	22.42
3 Year	20.38
Complete Package	
1 Year	22.35
2 Year	20.50
3 Year	18.63
Deluxe Package	
1 Year	33.30
2 Year	30.54
3 Year	27.76

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (T)

## A. General

- (1) The Unlimited ECS and Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustopAK Service. The plan provides unlimited ECS local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Extended Calling Service exchanges, and intraLATA areas, where facilities permit.

## B. Conditions

- (1) Monthly rates for Unlimited ECS and Toll Usage for Business apply per line in addition to B1, CentraNet®, or CentraNet® CustopAK monthly line rates.
- (2) All regulations applicable to B1, CentraNet®, or CentraNet® CustopAK Service apply to that service when offered with the Unlimited ECS and Toll Usage for Business package.
- (3) Unlimited ECS and Toll Usage for Business is only available to business customers who subscribe to Verizon Florida LLC as their carrier for all local and intraLATA toll calls. (T)
- (4) Unlimited ECS and Toll Usage for Business is available to business customers who subscribe to 25 or fewer Verizon Florida LLC lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location. (T)
- (5) Unlimited ECS and Toll Usage for Business package is not available with the following services:
- FlexGrow Service
  - ISDN Basic Service
  - ISDN Primary Service
  - Remote Call Forwarding Service
  - Enhanced Call Forwarding Service – Personal Number
  - Auto Universal Call Distribution (ACD/UCD)
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Message Rate Service
  - Flat Rate Business Extended Calling Service (ECS)
  - Basic Calling Plan
  - Community Plus Plan
  - Toll Block
- (6) Unlimited ECS and Toll Usage for Business package is not available in combination with the following business packages or optional plans:
- Corporate Rewards

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: September 23, 2009  
ISSUED: September 22, 2009

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)

## B. Conditions (Continued)

- (7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:
- Operator Assist Station-to-Station Service
  - Operator Assist Person-to-Person Service
  - Operator Assist Credit/Calling Card Calls
  - Directory Assistance Service (Local and National)
  - Verification/Interrupt Service
  - Primelink 976 Service
  - Primelink 900 Service
  - Wide Area Telecommunications and 800 Service
  - Flat rate Extended Area Service (EAS)
  - Three Way Calling (per activation)
  - \*69 (per activation)
- (8) This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Verizon Florida LLC reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service. (T)
- (9) Unlimited ECS and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change.
- (10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .4 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)

## C. Feature Packages

## (1) Unlimited ECS and Toll Usage for Business Feature Packages

- a. Feature Package One is available for the customer with Unlimited ECS and Toll Usage for Business on a Flat Rate Business ECS One-Party Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features for the same rate.
- b. Feature Package Two is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature package Two includes Caller ID with name and/or Voice Messaging<sup>1</sup>. The customer may choose either or both features. If the customer selects Caller ID and has Call Waiting, the Customer may choose to have Call Waiting ID at the same rate.
- c. Feature Package Three is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature Package Three includes Caller ID with Name and/or One Point Voice Messaging<sup>2</sup>. The customer may choose either or both features. If the customer selects Caller ID they can also choose Call Waiting ID offered for the same rate.

<sup>1</sup> Voice Messaging is a non-regulated service.

<sup>2</sup> One Point Voice Messaging is a non-regulated service

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.4 Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)

D. Rates

	<u>Monthly Rate</u> <u>Business</u>
(1) Unlimited ECS and Toll Usage for Business <sup>1, 2, 3</sup>	
(a) Month-to-Month	\$21.00
(b) One Year Term Option	14.00
(2) Unlimited ECS and Toll Usage for Business Feature Packages <sup>4,5</sup>	
(a) Feature Package One	8.00
(b) Feature Package Two	14.00
(c) Feature Package Three	17.00

<sup>1</sup> Unlimited ECS and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustoPAK line. Monthly rates for Unlimited ECS and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

<sup>2</sup> For Business customers with 25 or fewer lines per customer location at time service is initiated. Eligible Business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location.

<sup>3</sup> Nonrecurring charges, as set forth in Section A4 of this tariff, are not applicable for customers ordering Unlimited ECS and Toll Usage for Business on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

<sup>4</sup> Monthly rates for Feature Packages apply in addition to the monthly rate for Unlimited ECS and Toll Usage for Business.

<sup>5</sup> Nonrecurring charges as set forth in Section A4 of this tariff are not applicable when ordering Feature Packages on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited ECS and Toll Usage for Business. Minor Software Change Charge in Section A12.6.9 does not apply for an order for Feature Package.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.5 Regional Essentials with FiOS Bundle Discounts

(T)

A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following FiOS services as specified by Verizon:

		<u>Regional Essentials Discounts</u>	
		Through 10/03/08	10/04/08 through 6/20/09
(1)	12 Month Commitment <sup>1</sup>		
	FiOS Internet	\$ 16.01	\$13.01
	FiOS TV	16.01	16.01
	FiOS Internet and TV	16.00	16.00
(2)	24 Month Commitment <sup>1</sup>		
	FiOS Internet	13.01	0.00
	FiOS TV	16.01	0.00
	FiOS Internet and TV	16.00	0.00
On or after 6/21/09			
(3)	6 Month Commitment		
	FiOS Internet	\$ 5.01	
	FiOS TV	8.01	
	FiOS Internet and TV	16.00	
(4)	12 Month Commitment		
	FiOS Internet	\$ 5.01	
	FiOS TV	8.01	
	FiOS Internet and TV	16.00	

<sup>1</sup> Customers who were on a 12 or 24 month commitment on or before Feb 16, 2008 will continue to receive the previous discounts until the end of their commitment.

Regional Essential Discounts – Renewal:

<sup>2</sup> Customers who were previously on a 12 month commitment with initial periods ending on or before 8/31/09 will receive monthly discounts listed below, on a month to month basis.

(5)	12 Month Commitment – Renew <sup>2</sup>	
	FiOS Internet	15.01
	FiOS TV	9.01
	FiOS Internet and TV	13.00

Customers who were previously on a 12 month commitment with initial periods ending on or after 9/1/09 will receive monthly discounts equal to their original/initial FiOS Bundle Discounts on a month to month basis.

Customers who initially enrolled with a 24 Month Commitment will receive monthly discounts equal to their original/initial FiOS Bundle discounts on a month to month basis.

The applicable bundle discount will expire 6 or 12 months, based upon commitment selected, from the date it is implemented on a customer's account. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC or purchased through a Home Owner's Association or Property Manager under contract with Verizon.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (T)

## A. General

(Unlimited DTL and Unlimited **CustoPAK** Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Deregulated Voice Messaging Service offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

1. The following two (2) options are available:

a. Unlimited DTL Basic Package includes the following:

- One (1) Flat Rate Dial Tone Line with touch-tone
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

(b) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five(1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).6 **Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)**

(T)

General

1. The following two (2) options are available: (Continued)

b. Unlimited CustoPAK Basic Package includes the following:

- One (1) Flat Rate CustoPAK Line
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(1) Unlimited CustoPAK Expansion LinesAt least one (1) **CustoPAK** Expansion Line is required with each Unlimited **CustoPAK** Basic Package. The following two (2) options are available:(a) Expansion Lines with unlimited calling**CustoPAK** Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(b) Expansion Lines without unlimited calling**CustoPAK** Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

(T)

## B. Regulations

1. Unlimited DTL and CustoPAK Basic Packages are available only where facilities and conditions permit.
2. Unlimited DTL and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
3. Unlimited DTL and **CustoPAK** Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance and High Speed Internet Service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance.
4. Unlimited DTL and CustoPAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package. A customer may have up to nine (9) additional Expansion Lines with Unlimited Calling per customer location or up to 24 Expansion Lines without Unlimited Calling per customer location.
6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling either with this plan or any other unlimited toll product offered by Verizon per customer location.
7. Unlimited DTL and CustoPAK Basic Packages are not available with the following services:
  - ISDN Service
  - Remote Call Forwarding Service
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Ground Start Lines or Trunks
  - Corporate Rewards - Maximum Value Plan (MVP)
  - Customer Specific Pricing (CSP)
  - Maximum Value Plan (MVP)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

(T)

## B. Regulations (Continued)

8. Unlimited DTL and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
9. Unlimited DTL and **CustoPAK** Basic Packages do not apply to the following calls or services:
  - Collect Calls
  - Easy Number Service
  - Calling Card
  - Emergency Interrupt
  - Time, Lottery and Weather
  - Repeat Calls, Return Calls (per activation)
  - 555,700, 900, 976 Service
  - Person-to-Person
  - Third Number Billed
  - Busy Line Verification
  - Mass Announcement Services
  - All other Operator Handled Calls
  - Directory Assistance
  - Connect Request Calls/Directory Assistance Call Completion
  - Emergency Interrupt
  - Repeat Calls, Return Calls (per activation)
  - Person-to-Person
  - Busy Line Verification
  - All other operator Handled Calls
  - Three-Way calling (per activation)
10. Unlimited DTL and CustoPAK Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement.
13. Applicable Service Charges as specified in Section A 4 will be waived for customers subscribing to a three-year agreement.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

(T)

## C. TERMINATION LIABILITY

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited **CustoPAK** Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term  
\$150 for default within the 2nd year of the term  
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

(T)

D. RATES AND CHARGES

		<u>Monthly Rate</u>
1.	<u>Unlimited DTL Basic Packages</u> <sup>1</sup>	1-Year Term: \$ 78.00 3-Year Term 58.00
	Expansion Line with Unlimited Calling, per line <sup>2</sup>	35.00
	Expansion Line without Unlimited Calling, per line <sup>2, 3</sup>	45.00
2.	<u>Unlimited CustoPAK Basic Packages</u> <sup>1</sup>	1-Year Term: 78.00 3-Year Term 58.00
	Expansion Line with Unlimited Calling, per line <sup>2</sup>	35.00
	Expansion Line without Unlimited Calling, per line <sup>2, 3</sup>	45.00

<sup>1</sup> At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited **CustoPAK** Basic Package ordered.

<sup>2</sup> Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

<sup>3</sup> Monthly Usage Rates apply in addition to the month rate.

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~~(T) Material inadvertently removed on November 14, 2005 and reinstated May 15, 2006 with no lapses in application.~~

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~~(M) Material moved from Contents Page 1.~~~~ALAN F. CIAMPORCERO, MICHELLE ROBINSON, PRESIDENT~~  
~~TAMPA, FLORIDA~~EFFECTIVE: May 15, 2006  
ISSUED: April 28, 2006

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 TAMPA, FLORIDA

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A10. DIGITAL NETWORK SERVICES

A10.9 FRAME RELAY

.1 General

Verizon Florida ~~Inc.~~LLC concurs in the rates and regulations for Frame Relay service as filed by Verizon Florida ~~(T)~~  
~~Inc.~~LLC in its Facilities for Intrastate Access Tariff, Section ~~15~~16. ~~(T)~~

A10. DIGITAL NETWORK SERVICES

A10.14 ASYNCHRONOUS TRANSFER MODE (ATM)

.1 General

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filed by Verizon Florida ~~Inc,LLC~~ in its Facilities for Intrastate Access Tariff, Section ~~1516~~. (T)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.13 Automatic Time and Charge Reporting Service

## .1 General

- a. This service is available to subscribers who require billing information on paid toll messages routed through Traffic Sensitive Position System (TSPS) facilities equipped to provide the service.
- b. The Company reserves the right to deny a subscriber this service where the average volume of quoted messages is less than 250 message per month over a 6-month period.
- c. The customer must subscribe to basic business individual line local exchange service as specified in Section A3. Basic Local Exchange Service of this tariff, and must provide data and teletypewriter terminal equipment which meets Company technical specifications for the service.

A13.14 Verizon Calling Services.1 Custom Calling Features and Feature Packaged Services (N)~~A.~~ General (I)

- ~~a.~~(1) Verizon calling services are central office custom calling features and are limited to those areas served by central offices specifically equipped to provide such services. (I)
- ~~b.~~(2) Except as noted in d., Verizon calling services are furnished in connection with individual line service exclusive of semipublic telephone service, CENTREX, CentraNet®, and PBX trunk lines. Where facilities permit, the services may be provided in connection with rotary service. (I)
- ~~c.~~(3) The quality of transmission for calls utilizing Call Forwarding and Three-Way Calling Service may vary depending on the distance and routing of the calls involved. The Company makes no representation as to the quality of the transmission of such calls. (I)
- ~~d.~~(4) The Call Forwarding feature is offered for use with PBX trunk service subject to the following limitations: (I)
  - ~~(a)~~(a) May be provided when compatible with the equipment configuration at the customer's premises. (I)
  - ~~(b)~~(b) Available only in certain types of central offices. (I)
  - ~~(c)~~(c) Not available with Direct Inward Dial-type trunks. (I)
- ~~e.~~(5) When a Verizon calling service feature 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. (I)
- ~~f.~~(6) Satisfaction Guarantee (I)

If at anytime the customer notifies Verizon Florida 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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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 GTE-Verizon Calling Services (Continued)

(T)

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

(C)

g. (Obsolete— See Section A113) B. Feature Description

(M) (C)

(1) Call Forwarding

(T)

This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to a long-distance telecommunications point, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long-distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

(2) Multipath

(T)

This feature allows a Call Forwarding customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forward to" number must be in a hunt group.

Multipath is available only as an enhancement to Call Forwarding.

(3) Three-Way Calling

(T)

This feature permits a subscriber to add a third party to an already-established connection without the assistance of an operator.

At the customer's request, the "per activation" service will be blocked on all lines at no charge. (IOSC: 00173)

(4) Call Waiting/Cancel Call Waiting

(T)

(a) Call Waiting provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.

(b) Cancel Call Waiting allows a subscriber with Call Waiting to inhibit the operation of Call Waiting for one call. During this call, Call Waiting shall be inactive so that anyone calling the Call Waiting subscriber will receive a normal busy signal, and no call waiting tones will interrupt the subscriber's call.

(M)

(M) Material transferred to Section A113.

(M) Material moved from Page 10.0.1

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~1~~ ~~General (Continued) Custom Calling Features and Feature Packaged Services (Continued)~~ (C)

~~B. Feature Description (Continued)~~ (N)

~~(5) Speed Dialing~~ (M) (T)

~~This service permits a subscriber to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire seven- or ten-digit telephone number. The two arrangements available are an 8-number capacity (8-code) and a 30-number capacity (30-code).~~

~~(6) Distinctive Ring~~ (T)

~~This service allows coded ringing to be applied to an individual line where each of the two directory numbers would have a uniquely coded ring for customer identification.~~ (M)

~~C. Feature Packages~~ (N)

~~h-(1) Choice Pac~~ (T)

~~(1)(a) Choice Pac offers a monthly discount on specific Verizon calling services when the customer orders three (3) or more services. The discount percentage is applied to the total of the individual service rates subscribed to by the customer.~~ (T)

Choice Pac is available to all business customers. The discounted services must be billed on the same business account.

Any service may be substituted for another, or additional services may be ordered at a later date. The combination of services is not important to the discount, only the number of services.

If the customer removes an eligible service(s) so that the total subscribed to for this package is less than three (3), the discount percentage will not apply and the individual service rates as specified in Sections A13.14.3-1 E and A13.14.4-2 of this Tariff will apply. (T)

~~(2)(b) The following services are eligible for the Choice Pac discount offering.<sup>1</sup>~~ (T)

- Busy Redial  
\* 69
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID
- Distinctive Ring
- Select Call Forwarding
- Speed Dialing (8-Code)
- Speed Dialing (30-Code)
- Three-Way Calling

~~(3)(c) The applicable monthly discount for Choice Pac is 30%.~~ (T)

~~(4) Service charges are not applicable:~~ (M)

~~when an order is placed which qualifies the customer for the Choice Pac discount, or~~

~~when a Choice Pac customer repackages his services, provided he retains at least three (3) services specified in Section A13.14.1h.(2).~~

~~(5) If the customer places an order which would normally require the application of any other service~~

~~charge(s) on the same order, then all normally applicable charges apply, including the Network Access Change charge.~~

<sup>1</sup> Anonymous Call Block is not included toward the threshold. However, the rate will be discounted if the threshold quantity is met.

~~(M) Material has been moved to Section A113, Page 1.0.4,~~

~~(M) Material moved from Page 10.1~~

~~(M<sup>1</sup>) Material moved to Page 10.0.1~~

(N)

(N)

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~~ALAN F. CIAMPORCERO, MICHELLE ROBINSON, PRESIDENT~~

TAMPA, FLORIDA

EFFECTIVE: October 19, 2004

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

## A13.14 Verizon Calling Services (Continued)

~~.2 Description~~~~.1 Custom Calling Features and Feature Packaged Services (Continued)~~~~(C)~~~~C. Feature Packages (Continued)~~~~(N)~~~~a. Call Forwarding~~~~(M)~~

~~(1) This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to a long distance telecommunications point, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.~~

~~b. Multipath~~

~~(1) This feature allows a Call Forwarding customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forward to" number must be in a hunt group.~~

~~Multipath is available only as an enhancement to Call Forwarding.~~

~~c. Three-Way Calling~~

~~(1) This feature permits a subscriber to add a third party to an already established connection without the assistance of an operator.~~

~~At the customer's request, the "per activation" service will be blocked on all lines at no charge. (IOSC: 00173)~~

~~d. Call Waiting/Cancel Call Waiting~~

~~(1) Call Waiting provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.~~

~~(2) Cancel Call Waiting allows a subscriber with Call Waiting to inhibit the operation of Call Waiting for one call. During this call, Call Waiting shall be inactive so that anyone calling the Call Waiting subscriber will receive a normal busy signal, and no call waiting tones will interrupt the subscriber's call.~~

~~(M)~~~~(1) Choice Pac (Continued)~~~~(M<sup>1</sup>) (T)~~~~(d) Service charges are not applicable:~~~~(T)~~

~~- when an order is placed which qualifies the customer for the Choice Pac discount, or~~

~~- when a Choice Pac customer repackages his services, provided he retains at least three (3) services specified in Section A13.14.1.C.(1)(b).~~

~~(T)~~

~~(e) If the customer places an order which would normally require the application of any other service charge(s) on the same order, then all normally applicable charges apply, including the Network Access Change charge.~~

~~(T)~~~~(M<sup>1</sup>)~~

(2) The Big Deal Option A is a combination of Custom Calling and Custom Calling Local Area Signaling Services<sup>1</sup> (CLASS) available as a package to residential customers only. (N)

Features include: Anonymous Call Block, Busy Redial, \* 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting, Call Waiting ID, Caller ID, Distinctive Ring, Do Not Disturb, Select Call Forwarding, Speed Dialing 8, Three-Way Calling And Priority Call.

(3) The Big Deal Option B is a combination of Custom Calling and Custom Calling Local Area Signaling Services<sup>1</sup> (CLASS) services available as a package to residential customers only.

Features include: \* 69, Call Block, Call Forwarding, Call Waiting/Cancel Call Waiting and Three-Way Calling. (N)

D. Bundled Local Service (M<sup>2</sup>) (T)

The Bundled Local Service option provides local flat-rate service (including Extended Calling Service), IntraLATA long distance (only Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>), and a choice of vertical options at one monthly rate to residential customers. (Bundled Local Service is not available to Lifeline Service customers.)

Bundled Local Service is available to residential customers in four bundled packages: Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>. (These four bundled packages are not compatible with each other, with other packaged services or with ISDN.) (M<sup>2</sup>)

<sup>1</sup> For descriptions of CCLASS features see Section A13.14.2. (N)

(M) Material moved to Page 10.0.0.1

(M<sup>1</sup>) Material moved from Page 10.0.0.2

(M<sup>2</sup>) Material moved from Page 11.0.2 (N)

**JOHN P. BLANCHARD****MICHELLE ROBINSON**, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: September 28, 2002  
ISSUED: September 13, 2002

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~.2~~ Description (Continued) ~~.1~~ Custom Calling Features and Feature Packaged Services (Continued) (C)

~~e.~~ Speed Dialing (M)

~~(1)~~ This service permits a subscriber to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire seven or ten digit telephone number. The two arrangements available are an 8-number capacity (8-code) and a 30-number capacity (30-code).

~~f.~~ Distinctive Ring

~~(1)~~ This service allows coded ringing to be applied to an individual line where each of the two directory numbers would have a uniquely coded ring for customer identification. (M)

~~.3E.~~ Rates (T)

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	
<del>a.1.</del> Each service, per line equipped (T)			
<del>(1)(a)</del> Call Forwarding <sup>1</sup> (T)	\$ 4.25	\$ 6.50	(T)
<del>(2)(b)</del> Multipath <sup>2</sup> (T)	4.25	6.25	(T)

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

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

(M) Material moved to Page 10.0.0.2 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

3E. Rates (Continued) (T)

a.1. Each Service, per line equipped (Continued) (T)

	Monthly Rate		
	Residence	Business	
<del>(3)</del> <u>(c)</u> Three-Way Calling <sup>1,2</sup>			(T)
Per Line	\$ 5.25	\$ 7.75	
Per Activation <sup>3,4</sup>	1.25	1.25	
<del>(4)</del> <u>(d)</u> Speed Dialing (8-Code) <sup>2</sup>	4.50	4.50	(T)
<del>(5)</del> <u>(e)</u> Speed Dialing (30-Code) <sup>2</sup>	5.00	5.50	(T)
<del>(6)</del> <u>(f)</u> Call Waiting/Cancel Call Waiting <sup>2</sup>	7.95	9.50	(T)
<del>(7)</del> <u>(g)</u> Distinctive Ring <sup>2</sup>	6.00	10.50	(T)
<del>(8)</del> <u>(h)</u> Call Waiting ID Deluxe <sup>5</sup>	6.00	4.50	(T)

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

<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)

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

~~3E.~~ Rates (Continued) (T)

~~b-2.~~ Feature Packaged Services (Continued) (T)

	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>

~~(1)(a)~~ Big Deal Calling Services Option A<sup>1</sup> (T)

(Includes Anonymous Call Block,  
 Busy Redial, \* 69, Call Block, Call Forwarding, Call  
 Waiting/Cancel Call Waiting, Call Waiting ID,  
 Caller ID, Distinctive Ring, Do Not Disturb, Select Call  
 Forwarding, Speed Dialing 8, Three-Way Calling  
 And Priority Call)

\$ 19.25	-
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~~(2)(b)~~ Big Deal Calling Service Option B<sup>1</sup> (T)

(Includes \* 69, Call Block, Call Forwarding, Call Waiting/Cancel  
 Call Waiting and Three-Way Calling)

12.25	-
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<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Big Deal Calling Services are established or discontinued.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

~~3E.~~ E. Rates (Continued) (T)

~~e.~~ Bundled Local Service (M)

~~Bundled Local Service provides local flat rate service (including Extended Calling Service), IntraLATA long distance (only Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>), and a choice of vertical options at one monthly rate to residential customers. (Bundled Local Service is not available to Lifeline Service customers.)~~

~~Bundled Local Service is available to residential customers in four bundled packages: Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup>. (These four bundled packages are not compatible with each other, with other packaged services or with ISDN.)~~

2. Feature Packaged Services (Continued) (N)

Monthly Rate

~~(1)(c)~~ Verizon Local Package<sup>sm1,2</sup> \$ 35.99 (T)

Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 Up to 3 Vertical Options (see following list)

~~(2)(d)~~ Verizon Local Package Extra<sup>sm1,2</sup> 38.99 (T)

Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 4 - 10 Vertical Options (see following list)

<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>, Verizon Regional Package Extra<sup>sm</sup> or Verizon Regional Package<sup>sm</sup> are established or discontinued.

<sup>2</sup> The Verizon Five Cents Plan<sup>sm</sup> is available to Residential Customers subscribing to Verizon Local Package Extra<sup>sm</sup> and Verizon Local Package<sup>sm</sup>.

<sup>3</sup> Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.

<sup>4</sup> Local Directory Assistance is provided in A3.10 of this tariff.

<sup>sm</sup> Registered Trademark of Verizon

(M) Material moved to Page 10.0.1 (N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

-3E. Rates (Continued) (T)

~~c. Bundled Local Service~~ 2. Feature Packaged Services (Continued) (C)

Monthly Rate

~~(4) (e) Verizon Regional Package<sup>sm25</sup>~~ \$40.99 (T)

~~Local Service (including Extended Calling Service)<sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed)<sup>6</sup>  
 Up to 4 Vertical Options (Caller ID, Call Waiting/Cancel Call Waiting,  
 Three Way Calling, and Speed Dialing 8 or Speed Dialing 30)  
 A choice of voicemail options~~

~~The following vertical options are available for the residential customer to choose from:<sup>8</sup>~~

- ~~- Anonymous Call Block~~
- ~~- Busy Redial~~
- ~~- \* 69~~
- ~~- Call Forwarding~~
- ~~- Call Waiting/Cancel Call Waiting~~
- ~~- Caller ID~~
- ~~- Distinctive Ring~~
- ~~- Select Call Forwarding~~
- ~~- Speed Dialing – 8 and Speed Dialing – 30~~
- ~~- Three-Way Calling~~

~~(3) (f)~~ Verizon Regional Package Extra<sup>sm2 5</sup> \$ 45.99 (T)

~~Local Service (including Extended Calling Service)<sup>3</sup>  
 Local Directory Assistance Unlimited<sup>4</sup>  
 Up to 10 Vertical Options (see following list)  
 IntraLATA Long Distance (only 1+ direct-dialed)<sup>6</sup>  
 Call Intercept  
 A choice of voicemail options~~

~~(4) Verizon Regional Package<sup>sm25</sup>~~ ~~\$40.99~~

~~Local Service (including Extended Calling Service)<sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct dialed)<sup>6</sup>  
 Up to 4 Vertical Options (Caller ID, Call Waiting/Cancel Call Waiting,  
 Three Way Calling, and Speed Dialing 8 or Speed Dialing 30)  
 A choice of voicemail options~~

~~The following vertical options are available for the residential customer to choose from:<sup>8</sup>~~

- ~~Anonymous Call Block~~
- ~~Busy Redial~~
- ~~\* 69~~
- ~~Call Forwarding~~
- ~~Call Waiting/Cancel Call Waiting~~
- ~~Caller ID~~
- ~~Distinctive Ring~~
- ~~Select Call Forwarding~~
- ~~Speed Dialing – 8 and Speed Dialing – 30~~
- ~~Three-Way Calling~~

- 1 These vertical options are described in A13.14 of this tariff.
- 2 Nonrecurring charges, specified in Section A4, are not applicable when Verizon Local Package<sup>sm</sup>, Verizon Local Package Extra<sup>sm</sup>,  
3 Verizon Regional Package Extra<sup>sm</sup> or Verizon Regional Package<sup>sm</sup> are established or discontinued.  
4 Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff.
- 5 Local Directory Assistance is provided in A3.10 of this tariff.
- 6 Verizon Regional Package Extra<sup>sm</sup> and Verizon Regional Package<sup>sm</sup> are not available with any other IntraLATA long distance  
7 calling plan.
- 8 Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.
- 9 Voicemail is a non-regulated service.
- 10 These vertical options are described in A13.14 of this tariff.

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: April 1, 2009  
ISSUED: March 31, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

3E. Rates (Continued) (T)

~~e. Bundled Local Service~~, 2. Feature Packaged Services (Continued) (C)

<del>(6)(g)</del> Regional Value <sup>1,2</sup>	Monthly Rate \$ 27.04	(T)
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Residential Local Service (including Extended Calling Service) <sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) <sup>4</sup>

<del>(7)(h)</del> Regional Essentials <sup>1,2</sup>	32.04	(T)
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Residential Local Service (including Extended Calling Service) <sup>3</sup>  
 Unlimited IntraLATA Long Distance (only 1+ direct-dialed) <sup>4</sup>  
 Up to 3 Vertical Options: <sup>5</sup>  
 Caller ID  
 Call Waiting/Cancel Call Waiting  
 A choice of voicemail options <sup>6</sup>

3. Bundled Local Service (N)

~~(8)(a)~~ Regional Essentials Bundle Discounts (T)

~~a1)~~ A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following: (T)

DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING PRIOR TO NOVEMBER 1, 2008.

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$ 3.00	
	Through <u>April 30, 2008</u>	On or After <u>May 1, 2008</u>
Verizon Wireless One-Bill®	5.00	0.00
DIRECTV® through Verizon (Choice or higher)	7.99	0.00
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and either or both of Verizon Wireless One-Bill® or DIRECTV® through Verizon (Choice or higher)	5.00	0.00

<sup>1</sup> Nonrecurring charges, specified in Section A4, are not applicable when Regional Value or Regional Essentials calling services are established or discontinued.

<sup>2</sup> Regional Value or Regional Essentials are not available with any other IntraLATA long distance calling plan.

<sup>3</sup> Residential service and Extended Calling Service (ECS) are provided in A3 of this tariff

<sup>4</sup> Only applies when presubscribed to Verizon Florida for IntraLATA Long Distance.

<sup>5</sup> These vertical options are described in A13.14 of this tariff.

<sup>6</sup> Voicemail is a non-regulated service.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

3E. Rates (Continued) (T)

3. Bundled Local Service (Continued) (T)

(b) Regional Essentials Bundle Discounts (Continued) (T)

a.1) (Continued): May 1, 2008  
through  
October 31, 2008 (T)

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill® \$3.00

Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher) 5.00

b.2) Customers who subscribed to the above Regional Essentials Bundle Discount will renew at the rates below on a month to month basis upon expiration of their initial 12 month discount. (T)

	<u>Through April 17, 2009</u>	<u>On or After Apr 18, 2009</u>
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package)	\$3.00	3.00
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and Verizon Wireless One-Bill®	3.00	3.00
Verizon Online Broadband (Up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher)	3.00	5.00

3) DISCOUNTS IN THIS SECTION ARE FOR CUSTOMERS SUBSCRIBING ON OR AFTER NOVEMBER 1, 2008. (T)

Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package) 5.00

DIRECTV® through Verizon (Choice or higher) 5.00

Verizon Online Broadband (Up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package) and DIRECTV® through Verizon (Choice or higher) 5.00

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Verizon Broadband up to 1.0 Mbps, up to 3.0 Mbps or up to 7.1 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps, 3.0 Mbps or 7.1 Mbps, and does not refer to other products that offer lower maximum speeds.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

~~3~~E. Rates (Continued) (I)

~~e~~3. Bundled Local Service (Continued) (I)

~~(9)~~(c) Regional Value Bundle Discounts (I)

a1) Regional Value customers who subscribe to an unlimited long distance calling plan are eligible for a discount when they have the following: (I)

	<u>Regional Value Discount</u>	
	<u>Through</u> <u>Oct. 31, 2008</u>	<u>On or after</u> <u>Nov. 1, 2008</u>

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00	0.00
--	--------	------

Customers who subscribed to the Regional Value Bundle Discount may receive an additional twelve-month discount as listed below upon expiration of their initial 12 month discount.

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00
--	--------

The applicable monthly discount will expire 12 months from the date it is implemented on a customer's account.

Customer's are limited to one discount only and cannot combine discounts.

Each product must be purchased through or billed by Verizon North ~~Inc.~~ LLC (I)

Qualifying unlimited long distance calling plans must be consistent with the Plan O service – Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

b2) A monthly discount may apply when Regional Value is bundled with an unlimited long distance calling plan plus the following: (I)

Verizon Online Broadband (Up to 1.0 Mbps package)	\$5.00
DIRECTV® through Verizon (Choice or higher)	5.00
Verizon Online Broadband (Up to 1.0 Mbps package) and DIRECTV® through Verizon (Choice or higher)	10.00

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account unless extended by the Company. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC. Bundle discounts are subject to billing system capability.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

Verizon Broadband up to 1.0 Mbps package refers to a specific Verizon offering that offers a maximum speed of 1.0 Mbps and does not refer to other products that offer lower maximum speeds.

~~(M) Material relocated to Page 11.1.2.~~

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

~~3E.~~ Rates (Continued) (I)

~~e.3.~~ Bundled Local Service (Continued) (I)

~~(10)(d)~~ Voice Discount Plan (I)

Residence customers who call to disconnect their primary lines, customers who change their local service from another provider to Verizon, customers who have changed their local service from another provider to Verizon and have initiated local service with Verizon within the past 30 days and specifically request these rates, or customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC and accept this offer from Verizon, will be eligible for the following Voice Discount Plan. The applicable discount will expire 12 months from the date it is implemented on a customer's account unless extended by Verizon.

	<u>Discount</u>
Regional Value	\$17.05
Regional Essentials <sup>1,2</sup>	\$17.05
Regional Value <sup>3</sup>	\$15.00
Regional Essentials <sup>3</sup>	\$10.00

Customers who are currently subscribed to the Voice Discount Plan or promotional offers numbered 353, 368, 378, 379 or 382 will renew at the renewal rates on a month to month basis upon expiration of their initial 12 month discount.

	<u>Renewal Discount</u>	
	<u>Through Mar 31, 2009</u>	<u>On or After Apr 1, 2009</u>
Regional Value	\$ 7.05	\$17.05
Regional Essentials <sup>1</sup>	\$ 7.05	\$17.05
Regional Value <sup>3</sup>	\$12.00	\$15.00
Regional Essentials <sup>3</sup>	\$ 7.00	\$10.00

- <sup>1</sup> Purchased with additional line.
- <sup>2</sup> Not available to new subscribers as of September 15, 2008.
- <sup>3</sup> Bundled with a qualifying unlimited long distance calling plan.

Discontinuance of any one of the services listed above will result in immediate termination of the discount.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc D/B/A Verizon Long Distance Posted Rates, Terms and Conditions.

~~d.4.~~ Credit Offers (I)

~~(1)(a)~~ Residence Retention and Reconnect Offer (I)

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.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).1 Custom Calling Features and Feature Packaged Services (Continued) (N)~~3~~E. Rates (Continued) (T)~~4~~4. Credit Offers (Continued) (T)~~(1)~~(a) Residence Retention and Reconnect Offer (Continued) (T)

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.

~~4~~2 Custom Calling Local Area Signaling Service (T)aA. 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.

~~(M)~~ Material relocated from Page 11.1.2.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~4.2~~ Custom Calling Local Area Signaling Service (Continued) (I)~~B.~~ Description

- (1.) Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (2.) \*69 allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, information associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. When a telephone number is announced, it may not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". \*69 cannot automatically return all calls. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of information associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using \*69 will apply.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

- (3.) Select Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Select Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

- (4.) Call Trace allows a customer to automatically activate a trace record of the last incoming call. By activating the Call Trace feature, the customer automatically authorizes Verizon Florida to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

At the customer's request, the "per activation" feature will be blocked on all lines at no charge.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)4.2 Custom Calling Local Area Signaling Service (Continued) (T)bB. Description (Continued)

- (5.) Selective Blocking (Per Call) allows a single-line customer to mark a call "private". This is accomplished on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the delivery of the telephone number or name and number.

This feature is available on all lines without presubscription, and at no charge.

Feature Interactions:

\* 69 - The terminating central office will recognize this "private" marking and prevent telephone number announcement to someone using \*69 service.

Call Block - The terminating central office will recognize this "private" marking and if the number is entered onto the screening list automatically (not by dialing the digits), the voice announcement system will say the number cannot be announced during the screen list editing review. The calling number, however, will be matched against the customer's screening list and routed accordingly.

Caller ID-Number Only- The terminating central office will recognize this "private" marking and transmit that signal to the display device, which in turn will display "P", "PRIVATE", OR "PRIVATE NUMBER" or such similar indicator on that call.

Call Trace - This service is unaffected, and will record the calling number.

- (6.) Complete Blocking (Per Line) allows a single-line customer to mark their number or name and number "private" on all calls without dialing an activation code. To unblock and pass the number or name and number, the customer must dial \*82 before each call. When the calling party hangs up, the line reverts back to Complete Blocking.

This service is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices (including lines located at the residences of law enforcement employees with written authorization from the law enforcement agency) and must be established/removed via a service order.

Feature Interactions are the same as in Item (5.) above.

- (7.) Anonymous Call Block is an arrangement that allows a called party to reject calls from parties that have marked their calls "private". When Anonymous Call Block is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers. The calling party will be instructed to hang up and place the call again, without activating the blocking feature. Customers may activate or deactivate this arrangement by dialing a preassigned activation code.

This feature will be available, subject to the availability of facilities at no charge to Call Block customers. A charge will apply to non-Call Block customers who subscribe to the Anonymous Call Block feature.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)4.2 Custom Calling Local Area Signaling Service (Continued) (D)bB. Description (Continued)

(8.) Caller ID is an arrangement that permits a customer with local exchange service to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service. If the calling telephone number and name is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone name and number display by activating Selective Blocking (per call). When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone name and number has been suppressed.

A maximum of 15 characters is allowed for transmission of the calling party's Directory Name.

(9.) Call Waiting ID alerts the customer that there is another call by providing a call waiting tone and the display unit or screen phone will display the number of the calling party. At that time, the customer can decide whether to answer the call or not.

(a.) Utilization of this feature requires the use of a Call Waiting-ID compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this CPE is the responsibility of the customer.

(b.) The Company assumes no liability, and will be held harmless, for any incompatibility between the customer's equipment and this feature.

(c.) All terms and conditions, including rates, for the other features associated with the line are as described in the feature-specific sections of this Tariff. Those features must be ordered separately.

(d.) This service is furnished on a where-available basis and is subject to the availability of facilities. The service is only available to single-line business and residence customers. It is not available to CentraNet, DID or Coin Telephone services. It will be available only to certain types of PBX systems depending on the customer's equipment, as well as the central office limitations.

(e.) To use this feature, the customer must not have Cancel Call Waiting activated.

(f.) Customers wishing to have Call Waiting ID must also subscribe to Call Waiting/Cancel Call Waiting and Caller ID.

(g.) The customer must request Call Waiting ID although there are no additional charges for this feature.

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

(10.) Call Waiting ID Deluxe<sup>1, 2</sup> allows customers the following options for handling new incoming calls while engaged on an existing call:

- Put the current call on hold and answer the waiting call.
- Connect the waiting call to a "I'm busy – call back later" announcement.
- Forward the waiting call to voice mail (or some other location).<sup>3</sup>
- Connect the waiting call to a "please hold" announcement, then place the waiting call on hold.
- Join the waiting call to the current call in progress.

Note<sup>1</sup> A customer must subscribe to Caller ID and Call Waiting/Cancel Call Waiting in order to be eligible for this service.

Note<sup>2</sup> Utilization of this feature requires the use of a Call Waiting ID Deluxe compatible display unit or screen phone station at the customer's premises. The installation and maintenance of this equipment is the responsibility of the customer.

Note<sup>3</sup> Customers must subscribe to Central Office Based Voice Mail or Call Forwarding – Don't Answer for the option to be applicable.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)4.2 Custom Calling Local Area Signaling Service (Continued) (1)bB. Description (Continued)

- (11.) Call Intercept is an optional enhancement to Caller ID. It provides residence Caller ID customers with informed choices about accepting or rejecting unidentified calls by requiring identification of the calling party as a condition of call completion. The unidentified caller is prompted by a recorded message to record a person or business name. Once recorded, Call Intercept calls the subscribing customer's line and displays the words "Call Intercept" on the caller ID box. When the customer answers, Call Intercept plays the recorded name. The subscriber then (1) accepts the call, (2) declines the call and plays an announcement to the caller, (3) refuses a sales call and plays the sales screening announcement, (4) sends the call to voice mail, or (5) listens to the name recording again. If the customer is not home or chooses to not answer, Call Intercept connects the caller to an answering device or plays a message that the subscriber is not available. PIN numbers are available to subscribers for use by family or friends which allow Call Intercept screening to be bypassed and cause the words "Priority Caller" to be displayed on the caller ID box.

## Conditions for provisioning:

- (a) Call Intercept is provided only to residence customers.
- (b) Call Intercept is provided only to customers who subscribe to Caller ID.
- (c) Call Intercept is provided only from Advanced Intelligent Network (AIN) capable central offices and is offered where technically available.
- (d) Customers cannot have Call Intercept and Enhanced Call Forwarding on the same line.
- (e) Customer cannot have Call Intercept and Remote Call Forwarding on the same line.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~4.2~~ Custom Calling Local Area Signaling Service (Continued) (1)

~~eC.~~ 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.) <u>Residence</u></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>	5.50	(none)
 <b>(b.) <u>Business</u></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	13.50	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)~~4.2~~ Custom Calling Local Area Signaling Service (Continued) (1)~~eC~~ Rates (Continued)

- (2.) Service charges are not applicable when Custom Calling Local Area Signaling Services are provided at the same time as the business or residence individual line service is established.
- (3.) When services are added to rearranged on an existing line, the Network Access Change charge as shown in Section A4 will apply. (Note: Central Office Line Connection charge does not apply when services are added or rearranged).
- (4.) Service charges will not be applicable to residence and business customers who subscribe to Custom Calling Local Area Signaling Service during a six (6) month period after the effective date of this service or for six (6) months after a central office conversion which makes Custom Calling Local Area Signaling Service available for the first time. The Termination Liability will be waived for customers who add Business Unlimited Long Distance Service or elect to terminate Unlimited Long Distance Service. However, the Termination Liability start date will commence with the effective date of the change.

~~5.3~~ WorkSmart (1)

## a. General

- (1.) WorkSmart Basic, Complete, and Deluxe Packages offer business customers discount rates off the Verizon Calling Services features as listed below.
- (2.) Discounted rates are based on selection of one of the following term agreement periods:  
One-year commitment  
Two-year commitment  
Three-year commitment
- (3.) Package Features

## Basic Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Enhanced Call Forwarding, Existing Number  
Three-Way Calling, per line

## Complete Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line

## Deluxe Package:

Caller ID  
Call Waiting/Cancel Call Waiting  
Call Forwarding  
Three-Way Calling, per line  
\* 69  
Distinctive Ring

WorkSmart Package features are fixed. No substitutions are permitted between the Packages. The Network Access Change Charge, in Section 4 of this tariff, is not applicable.

(4.) Termination Liability

In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly charges, however, the termination liability charges will be waived. If customer terminates service after 60 days and prior to the completion of the initial term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term.

If the customer terminates Worksmart to subscribe to Unlimited Extended Calling Service (ECS) and Toll Usage for Business with Feature Package<sup>1</sup> One, Two or Three on the same line, no termination liability charges will apply.

<sup>1</sup> See Section A13.14.6c of this tariff for a description of these services.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 VERIZON Calling Services (Continued)

~~5.3~~ WorkSmart (Continued)

(T)

~~bB.~~ Rates and Charges <sup>1</sup>

	<u>Monthly Rate</u>
Basic Package	
1 Year	\$ 24.45
2 Year	22.42
3 Year	20.38
Complete Package	
1 Year	22.35
2 Year	20.50
3 Year	18.63
Deluxe Package	
1 Year	33.30
2 Year	30.54
3 Year	27.76

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

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~6.4~~ Unlimited Extended Calling Service (ECS) and Toll Usage for Business (T)~~aA.~~ General

- (1) The Unlimited ECS and Toll Usage for Business package is an optional, month-to-month calling plan available to business customers with Basic Exchange Access Line Business Service (B1), CentraNet®, or CentraNet® CustoPAK Service. The plan provides unlimited ECS local and intraLATA Toll voice usage for a flat monthly rate within the customer's local, Extended Calling Service exchanges, and intraLATA areas, where facilities permit.

~~bB.~~ Conditions

- (1) Monthly rates for Unlimited ECS and Toll Usage for Business apply per line in addition to B1, CentraNet®, or CentraNet® CustoPAK monthly line rates.

- (2) All regulations applicable to B1, CentraNet®, or CentraNet® CustoPAK Service apply to that service when offered with the Unlimited ECS and Toll Usage for Business package.

- (3) Unlimited ECS and Toll Usage for Business is only available to business customers who subscribe to Verizon Florida, ~~Inc-LLC~~ as their carrier for all local and intraLATA toll calls. (T)

- (4) Unlimited ECS and Toll Usage for Business is available to business customers who subscribe to 25 or fewer Verizon Florida, ~~Inc-LLC~~ lines (voice grade or voice grade equivalent) per customer location at the time service is initiated. Eligible business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location. (T)

- (5) Unlimited ECS and Toll Usage for Business package is not available with the following services:

- FlexGrow Service
- ISDN Basic Service
- ISDN Primary Service
- Remote Call Forwarding Service
- Enhanced Call Forwarding Service – Personal Number
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Message Rate Service
- Flat Rate Business Extended Calling Service (ECS)
- Basic Calling Plan
- Community Plus Plan
- Toll Block

- (6) Unlimited ECS and Toll Usage for Business package is not available in combination with the following business packages or optional plans:

- Corporate Rewards

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: May 22, 2009  
ISSUED: May 21, 2009

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~6.4~~ Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)~~BB~~. Conditions Continued

(7) Unlimited ECS and Toll Usage for Business package does not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Operator Assist Credit/Calling Card Calls
- Directory Assistance Service (Local and National)
- Verification/Interrupt Service
- Primelink 976 Service
- Primelink 900 Service
- Wide Area Telecommunications and 800 Service
- Flat rate Extended Area Service (EAS)
- Three Way Calling (per activation)
- \*69 (per activation)

(8) This service may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may also not be used for autodialing. Verizon Florida ~~Inc-LLC~~ reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Details on calls made will not be available for this service. (T)

(9) Unlimited ECS and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Verizon has provided 30 days notice of any change.

(10) In the event the customer terminates service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges for the service previously on and no termination liability will be applied. If the customer terminates service after 60 calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge for the remainder of the term per line.

An early termination charge will not apply under the following circumstances.

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~6.4~~ Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)~~6C.~~ Feature Packages

## (1) Unlimited ECS and Toll Usage for Business Feature Packages

- a. Feature Package One is available for the customer with Unlimited ECS and Toll Usage for Business on a Flat Rate Business ECS One-Party Line. Feature Package One includes Call Forwarding, Call Waiting/Cancel Call Waiting, and/or Three Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features for the same rate.
- b. Feature Package Two is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature package Two includes Caller ID with name and/or Voice Messaging<sup>1</sup>. The customer may choose either or both features. If the customer selects Caller ID and has Call Waiting, the Customer may choose to have Call Waiting ID at the same rate.
- c. Feature Package Three is available for the customer with Unlimited ECS and Toll Usage on a Flat Rate Business ECS One-Party Line, CentraNet® CustoPAK or CentraNet® Service. Feature Package Three includes Caller ID with Name and/or One Point Voice Messaging<sup>2</sup>. The customer may choose either or both features. If the customer selects Caller ID they can also choose Call Waiting ID offered for the same rate.

<sup>1</sup> Voice Messaging is a non-regulated service.

<sup>2</sup> One Point Voice Messaging is a non-regulated service

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~6.4~~ Unlimited Extended Calling Service (ECS) and Toll Usage for Business (Continued) (T)

~~d~~. Rates

	<u>Monthly Rate</u> <u>Business</u>
(1) Unlimited ECS and Toll Usage for Business <sup>1, 2, 3</sup>	
(a) Month-to-Month	\$21.00
(b) One Year Term Option	14.00
(2) Unlimited ECS and Toll Usage for Business Feature Packages <sup>4,5</sup>	
(a) Feature Package One	8.00
(b) Feature Package Two	14.00
(c) Feature Package Three	17.00

<sup>1</sup> Unlimited ECS and Toll Usage for Business does not include a B1, CentraNet®, or CentraNet® CustoPAK line. Monthly rates for Unlimited ECS and Toll Usage for Business apply in addition to the monthly line rates associated with these services.

<sup>2</sup> For Business customers with 25 or fewer lines per customer location at time service is initiated. Eligible Business customers may subscribe to Unlimited ECS and Toll Usage for Business for a maximum of ten (10) lines per customer location.

<sup>3</sup> Nonrecurring charges, as set forth in Section A4 of this tariff, are not applicable for customers ordering Unlimited ECS and Toll Usage for Business on an existing B1, CentraNet®, or CentraNet® CustoPAK line.

<sup>4</sup> Monthly rates for Feature Packages apply in addition to the monthly rate for Unlimited ECS and Toll Usage for Business.

<sup>5</sup> Nonrecurring charges as set forth in Section A4 of this tariff are not applicable when ordering Feature Packages on existing B1, CentraNet®, or CentraNet® CustoPAK lines with Unlimited ECS and Toll Usage for Business. Minor Software Change Charge in Section A12.6.9 does not apply for an order for Feature Package.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~7.5~~ Regional Essentials with FiOS Bundle Discounts (I)

A monthly discount may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following FiOS services as specified by Verizon:

		<u>Regional Essentials Discounts</u>	
		Through 10/03/08	On or After 10/04/08
(1)	12 Month Commitment <sup>1</sup>		
	FiOS Internet	\$ 16.01	\$13.01
	FiOS TV	16.01	16.01
	FiOS Internet and TV	16.00	16.00
(2)	24 Month Commitment <sup>1</sup>		
	FiOS Internet	13.01	0.00
	FiOS TV	16.01	0.00
	FiOS Internet and TV	16.00	0.00
		On or after 6/21/09	
(3)	6 Month Commitment		
	FiOS Internet	\$ 5.01	
	FiOS TV	8.01	
	FiOS Internet and TV	16.00	
(4)	12 Month Commitment		
	FiOS Internet	\$ 5.01	
	FiOS TV	8.01	
	FiOS Internet and TV	16.00	

<sup>1</sup> Customers who were on a 12 or 24 month commitment on or before Feb 16, 2008 will continue to receive the previous discounts until the end of their commitment.

Regional Essential Discounts – Renewal:

<sup>2</sup> Customers who were previously on a 12 month commitment with initial periods ending on or before 8/31/09 will receive monthly discounts listed below, on a month to month basis.

(5)	12 Month Commitment – Renew <sup>2</sup>	
	FiOS Internet	15.01
	FiOS TV	9.01
	FiOS Internet and TV	13.00

Customers who were previously on a 12 month commitment with initial periods ending on or after 9/1/09 will receive monthly discounts equal to their original/initial FiOS Bundle Discounts on a month to month basis.

Customers who initially enrolled with a 24 Month Commitment will receive monthly discounts equal to their original/initial FiOS Bundle discounts on a month to month basis.

The applicable bundle discount will expire 6 or 12 months, based upon commitment selected, from the date it is implemented on a customer's account. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by Verizon Florida LLC or purchased through a Home Owner's Association or Property Manager under contract with Verizon.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Bell Atlantic Communications, Inc. d/b/a Verizon Long Distance Posted Rates, Terms and Conditions.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)8.6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages

(T)

## A. General

(Unlimited DTL and Unlimited **CustoPAK** Basic Packages are optional business flat-rated usage packages with a network access line, calling features and Deregulated Voice Messaging Service offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

1. The following two (2) options are available:

a. Unlimited DTL Basic Package includes the following:

- One (1) Flat Rate Dial Tone Line with touch-tone
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

(1) Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

(b) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five(1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding,  
Caller ID and a Deregulated Voice Messaging Service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~8.6~~ Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

(T)

## A. General

1. The following two (2) options are available: (Continued)

b. Unlimited CustoPAK Basic Package includes the following:

- One (1) Flat Rate CustoPAK Line
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(1) Unlimited CustoPAK Expansion LinesAt least one (1) **CustoPAK** Expansion Line is required with each Unlimited **CustoPAK** Basic Package. The following two (2) options are available:(a) Expansion Lines with unlimited calling**CustoPAK** Expansion Lines are available for a monthly rate, per line, with unlimited intraLATA toll usage calling and a choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

(b) Expansion Lines without unlimited calling**CustoPAK** Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and a Deregulated Voice Messaging Service.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~8.6~~ Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

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## B. Regulations

1. Unlimited DTL and CustoPAK Basic Packages are available only where facilities and conditions permit.
2. Unlimited DTL and CustoPAK Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
3. Unlimited DTL and **CustoPAK** Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance and High Speed Internet Service. Each Expansion Line must also subscribe to a business long distance calling plan through Bell Atlantic Communications, Inc. D/B/A Verizon Long Distance.
4. Unlimited DTL and CustoPAK Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package. A customer may have up to nine (9) additional Expansion Lines with Unlimited Calling per customer location or up to 24 Expansion Lines without Unlimited Calling per customer location.
6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling either with this plan or any other unlimited toll product offered by Verizon per customer location.
7. Unlimited DTL and CustoPAK Basic Packages are not available with the following services:
  - ISDN Service
  - Remote Call Forwarding Service
  - PBX Trunks
  - Foreign Exchange Service
  - Foreign Central Office Service
  - Customer Owned Pay Telephone (COPT)
  - Ground Start Lines or Trunks
  - Corporate Rewards - Maximum Value Plan (MVP)
  - Customer Specific Pricing (CSP)
  - Maximum Value Plan (MVP)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)~~8.6~~ Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

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## B. Regulations (Continued)

8. Unlimited DTL and CustoPAK Basic Packages are not available in combination with other optional calling plans or virtual private network services.
9. Unlimited DTL and **CustoPAK** Basic Packages do not apply to the following calls or services:
  - Collect Calls
  - Easy Number Service
  - Calling Card
  - Emergency Interrupt
  - Time, Lottery and Weather
  - Repeat Calls, Return Calls (per activation)
  - 555,700, 900, 976 Service
  - Person-to-Person
  - Third Number Billed
  - Busy Line Verification
  - Mass Announcement Services
  - All other Operator Handled Calls
  - Directory Assistance
  - Connect Request Calls/Directory Assistance Call Completion
  - Emergency Interrupt
  - Repeat Calls, Return Calls (per activation)
  - Person-to-Person
  - Busy Line Verification
  - All other operator Handled Calls
  - Three-Way calling (per activation)
10. Unlimited DTL and CustoPAK Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or **CustoPAK** Basic Packages. Service Connection Charges will also be waived for customers subscribing to a three year term agreement.
13. Applicable Service Charges as specified in Section A 4 will be waived for customers subscribing to a three-year agreement.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).8.6 Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

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## C. TERMINATION LIABILITY

Unlimited DTL and Unlimited **CustoPAK** Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited **CustoPAK** Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term  
\$150 for default within the 2nd year of the term  
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

~~8.6~~ Unlimited Dial Tone (DTL) and Unlimited CustoPAK Packages (Continued)

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D. RATES AND CHARGES

		<u>Monthly Rate</u>
1.	<u>Unlimited DTL Basic Packages</u> <sup>1</sup>	1-Year Term: \$ 78.00 3-Year Term: 58.00
	Expansion Line with Unlimited Calling, per line <sup>2</sup>	35.00
	Expansion Line without Unlimited Calling, per line <sup>2, 3</sup>	45.00
2.	<u>Unlimited CustoPAK Basic Packages</u> <sup>1</sup>	1-Year Term: 78.00 3-Year Term: 58.00
	Expansion Line with Unlimited Calling, per line <sup>2</sup>	35.00
	Expansion Line without Unlimited Calling, per line <sup>2, 3</sup>	45.00

<sup>1</sup> At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited CustoPAK Basic Package ordered.

<sup>2</sup> Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

<sup>3</sup> Monthly Usage Rates apply in addition to the month rate.