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July 23, 2010

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

Dear Ms. Salak:

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

General Subscriber Service Tariff

Section A3 - Nineteenth Revised Page 98

Section A18 - Eleventh Revised Page 21

The purpose of this filing is to increase the per call charge for Directory Assistance Service. The effective date of this tariff is August 7, 2010.

Acknowledgement, date of receipt and authority number of this filing is requested.

Your consideration and approval will be appreciated.

Yours very truly,

Jerry D. Hendrix (slg)

Regulatory Vice President

Attachments

EXECUTIVE SUMMARY

Description of Proposed Tariff

This General Subscriber Services Tariff filing provides for an increase in the per call charge for Directory Assistance Service within the Company's local calling area for the originating line and outside the Company's local and LATA/NPA serving areas for the originating line, as specified in Section A3.9. for Basic Local Exchange Service.

It also provides for an increase in the per call charge for Directory Assistance Service outside the Company's local calling area but within the Company's LATA/NPA serving area for the originating line and outside the Company's local calling and LATA/NPA serving areas for the originating line, as specified in Section A18.7 for Long Distance Message Telecommunications Service.

The proposed per call charge for these services is \$1.79. The current per call charge is \$1.55.

Revenue Impact

This filing results in an increase in the Directory Assistance Non-Basic Services basket in the amount of 6.59%, which is within the allowed change for this basket.

FLORIDA

ISSUED: July 23, 2010 ~~ISSUED: September 15, 2009~~
 BY: Marshall M. Criser III, President -FL
 Miami, Florida

EFFECTIVE: August 7, 2010 ~~EFFECTIVE: October 1, 2009~~

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Directory Assistance Service

A3.9.1 General

A. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

A3.9.2 Rates and Charges

A. Directory Assistance - request of a telephone number - (maximum of two requests per call.)

1. Within the Company's local calling area for the originating line

(a) Per Call

Rate	USOC	
\$1.55 \$1.79	NA	(I)

2. Outside the Company's local and LATA/NPA serving areas for the originating line

(b) Per Call¹

1.80	NA
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B. Directory Assistance for Public Service Providers

1. All calls to Directory Assistance

(a) Per Call

.35	NA
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C. Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting telephone numbers of lines located within the Company's local calling area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

Note 1: Rate to be implemented during normal billing cycles beginning ~~October~~ **August 31, 2009 2010.**

(C)

ISSUED: July 23, 2010 ~~ISSUED: September 15, 2009~~
BY: Marshall M. Criser III, President -FL
Miami, Florida

EFFECTIVE: August 7, 2010 ~~EFFECTIVE: October 1, 2009~~

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A18.5 Airline Mileage Between Rate Centers (Cont'd)

A18.5.3 List of Rate Centers (Cont'd)

Rate Center	LATA	V	H
Youngstown-Fountain	Panama City	7998	1900
Yulee	Jacksonville	7585	1300
Zephyrhills	General	8092	1132
Zolfo Springs	United	8191	0987

A18.6 Reserved for Future Use

A18.7 Directory Assistance Service

A18.7.1 General

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

A18.7.2 Rates and Charges

- A. Directory Assistance - request of a telephone number (maximum of two requests per call)
1. Outside the Company's local calling area but within the Company's LATA/NPA serving area for the originating line

	Rate	USOC
(a) Per Call	\$1.55 \$1.79	NA
(b) Per Call ¹	1.80	NA
- B. Directory Assistance for Public Service Providers
1. All calls to Directory Assistance

(a) Per Call	.35	NA
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- C. Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting telephone numbers of lines located within the Company's LATA/NPA serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

A18.8 IntraLATA Long Distance Verification and Emergency Interrupt Service

A18.8.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

Note 1: Rate to be implemented during normal billing cycles beginning ~~October~~ August 31, 2009 2010.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 Directory Assistance Service

A3.9.1 General

- A. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

A3.9.2 Rates and Charges

- A. Directory Assistance - request of a telephone number - (maximum of two requests per call.)

1. Within the Company's local calling area for the originating line

(a) Per Call

Rate	USOC
\$1.79	NA

(1)

2. Outside the Company's local and LATA/NPA serving areas for the originating line

(b) Per Call¹

1.80	NA
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- B. Directory Assistance for Public Service Providers

1. All calls to Directory Assistance

(a) Per Call

.35	NA
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- C. Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting telephone numbers of lines located within the Company's local calling area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

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A18.5.3 List of Rate Centers (Cont'd)

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A18.7 Directory Assistance Service

A18.7.1 General

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

A18.7.2 Rates and Charges

- | | | | | |
|----|---|---------------|-------------|-----|
| A. | Directory Assistance - request of a telephone number (maximum of two requests per call) | | | |
| | 1. Outside the Company's local calling area but within the Company's LATA/NPA serving area for the originating line | | | |
| | (a) Per Call | Rate | USOC | (I) |
| | | \$1.79 | NA | |
| | 2. Outside the Company's local calling and LATA/NPA serving areas for the originating line | | | |
| | (b) Per Call ¹ | 1.80 | NA | |
| B. | Directory Assistance for Public Service Providers | | | |
| | 1. All calls to Directory Assistance | | | |
| | (a) Per Call | .35 | NA | |
| C. | Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting telephone numbers of lines located within the Company's LATA/NPA serving area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal. | | | |

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