



CenturyLink™

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OVERLAND PARK, KS 66211

January 31, 2011

Ms. Beth Salak
Director, Division of Competitive Markets and Enforcement
Attention: Tariff Section
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RE: TL727

Dear Ms. Salak:

Attached for filing, please find the following revised pages for the Embarq Florida, Inc. d/b/a CenturyLink General Exchange Tariff. This filing is submitted with a proposed effective date of February 1, 2011. The Company's tariffs are available on its website at <http://about.centurylink.com/tariffs/>.

Section A13 Sixteenth Revised Contents Sheet 6
Sixth Revised Sheet 120
Seventh Revised Sheet 121
Seventh Revised Sheet 124

This filing introduces a Satisfaction Guarantee Program while deleting the obsolete Satisfaction Guarantee Program.

If you have any questions regarding this filing, please call me.

Sincerely,

/s/ Debra Levy

Debra Levy

Attachments

cc: Sandy Khazraee

DEBRA LEVY
TARIFF ANALYST II
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FL11-02

GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby
Director

Sixteenth Revised Contents Sheet 6
Cancelling Fifteenth Revised Contents Sheet 6
Effective: February 1, 2011

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

By: Chantel Mosby
Director

SECTION A13
Sixth Revised Sheet 120
Cancelling Fifth Revised Sheet 120
Effective: February 1, 2011

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. RESERVED FOR FUTURE USE

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

By: Chantel Mosby
Director

SECTION A13
Seventh Revised Sheet 121
Cancelling Sixth Revised Sheet 121
Effective: February 1, 2011

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. RESERVED FOR FUTURE USE

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby
Director

Seventh Revised Sheet 124
Cancelling Sixth Revised Sheet 124
Effective: February 1, 2011

MISCELLANEOUS SERVICE ARRANGEMENTS

CC. SATISFACTION GUARANTEE PROGRAM

(N)

1. General

- a. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line
PBX Trunk

Key Trunk
Centrex

- b. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
- c. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
- d. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
- e. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
- f. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

2. Limitations

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.
- b. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
- c. Each customer will be entitled to the credit one time per service.
- d. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.
- e. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby ~~John M. Felz~~
Director

~~Sixteenth~~ ~~Fifteenth~~ Revised Contents Sheet 6
Cancelling ~~Fifteenth~~ ~~Fourteenth~~ Revised Contents Sheet 6
Effective: February 1, 2011 ~~June 21, 2008~~

MISCELLANEOUS SERVICE ARRANGEMENTS

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby F. B. Peag
Director

~~Sixth Fifth~~ Revised Sheet 120
Cancelling ~~Fifth Fourth~~ Revised Sheet 120
Effective: February 1, 2011 ~~June 5, 2006~~

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. RESERVED FOR FUTURE USE

(C)

~~1. GENERAL~~

(D)

- ~~a. A Satisfaction Guarantee Program is provided for business customers who subscribe to any business service provided under this tariff. Under this program, a customer may cancel service within 90 days of the service installation date without incurring a contractual termination liability or payment of any minimum service period amounts when the customer is not satisfied with the service provided by the Company. To qualify the customer must submit the cancellation notice to the Company via a web based on-line form within 90 days of the service installation date and at least 48 hours before the Company receives a disconnection request from the customer or its new Local Telephone Service Provider.~~
- ~~b. If the customer had service at the same location from another Local Telephone Service Provider prior to obtaining service from the Company and returns to that provider, the customer may be eligible for reimbursement of up to \$500 per customer location by the Company of the installation charges assessed by the provider. To be eligible, the service must be of the same type, level, and under the same contractual period as was provided by that provider immediately prior to obtaining service from the Company.~~
- ~~c. All reimbursements will be issued in the form of a check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Company. Credits against past due invoice amounts will not be issued. The reimbursement check will be issued upon the Company's receipt of payment of all invoices.~~

~~2. TERMS AND CONDITIONS~~

- ~~a. The customer must provide the Company with notice of cancellation prior to contacting the former Local Telephone Service Provider to have service re-connected. When re-connecting with a former Local Telephone Service Provider the customer must allow the Company a maximum of 30 days from the date the customer's cancellation notice is received prior to having the service(s) disconnected.~~
- ~~b. To receive reimbursement under this program, the customer must submit in writing a completed Satisfaction Guarantee Program reimbursement claim form to the Company within three months of the customer's service disconnect date. Reimbursements will be processed within 60 business days from the date the Company receives the reimbursement claim form. The reimbursement claim form must contain the following:
 - ~~1) Notice that the customer is invoking the Satisfaction Guarantee Program;~~
 - ~~2) Identification of prior service(s) that were disconnected by the Company;~~
 - ~~3) Reasons for disconnecting service(s);~~~~

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby F. B. Peag
Director

~~Seventh Sixth~~ Revised Sheet 121
Cancelling ~~Sixth Fifth~~ Revised Sheet 121
Effective: February 1, 2011 ~~June 5, 2006~~

MISCELLANEOUS SERVICE ARRANGEMENTS

AA. RESERVED FOR FUTURE USE

(C)

~~2. TERMS AND CONDITIONS (Cont'd)~~

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~~b. To receive the reimbursement under this program. (Continued)~~

- ~~4) Signature of a customer representative requesting the Satisfaction Guarantee Program including telephone number and address;~~
- ~~5) A copy of an invoice from the customer's former Local Telephone Service Provider listing the applicable installation charges;~~
- ~~6) A copy of the customer's last invoice with the Company; and~~
- ~~7) A copy of the customer's last invoice for services received from the former Local Telephone Service Provider immediately prior to switching to the Company.~~

~~3. LIMITATIONS~~

- ~~a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.~~
- ~~b. If the customer did not previously have service at the same location to which the service was provided, or if the former Local Telephone Service Provider will not or cannot provide service of the same type, level, and under the same contractual period as previously provided, the Company will not reimburse the customer for installation charges.~~
- ~~c. If the customer who cancels the service(s) provided by the Company obtains service from a Local Telephone Service Provider other than the former Local Telephone Service Provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.~~
- ~~d. The reimbursement of installation charges is limited to a maximum of \$500 per customer location for each customer location that qualifies under the program.~~

~~4. LIABILITY LIMITATIONS~~

~~The Company is not liable for any outage, damages or inconvenience encountered by the customer when switching service back to its former Local Telephone Service Provider.~~

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GENERAL EXCHANGE TARIFF

Embarq Florida, Inc. d/b/a CenturyLink

SECTION A13

By: Chantel Mosby ~~John M. Felz~~
Director

~~Seventh Sixth~~ Revised Sheet 124
Cancelling ~~Sixth Fifth~~ Revised Sheet 124
Effective: February 1, 2011 ~~June 21, 2008~~

MISCELLANEOUS SERVICE ARRANGEMENTS

CC. SATISFACTION GUARANTEE PROGRAM

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- c. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
- d. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
- e. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
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2. Limitations

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.
- b. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
- c. Each customer will be entitled to the credit one time per service.
- d. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.
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