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July 20, 2009

Beth Salak, Director  
Competitive Markets and Enforcement  
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 - Seventeenth Revised Page 98

Section A18 - Ninth Revised Page 21

The purpose of this filing is to increase the per call charge for National Directory Assistance Service. The effective date of this tariff modification is July 21, 2009.

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 National Directory Assistance Service.

### Revenue Impact

This filing results in an increase in the Directory Assistance Non-Basic Services basket in the amount of 1.15%, which is within the allowed change for this basket.

FLORIDA

ISSUED: July 20, 2009ISSUED: July 20, 2009ISSUED: June 30, 2008 EFFECTIVE: July 21, 2009EFFECTIVE: July 21, 2009EFFECTIVE:  
July 15, 2008

BY: Marshall M. Criser III, President -FL  
Miami, Florida

### 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<sup>+</sup>

Rate	USOC	
\$1.50	NA	(+)

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

(b) Per Call<sup>1</sup>

1.5080	NA	(1)
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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 ~~August 16 21, 2008~~ 2009.

(C)

## 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 <sup>†</sup>	\$1.50	NA	(†)
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line			
(b) Per Call <sup>1</sup>	<u>1.5080</u>	NA	(1)
  - 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 ~~August 16, 2008~~ August 20, 2009.

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### 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**  
**\$1.50**                      **USOC**  
**NA**

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

(b) Per Call<sup>1</sup>

**1.80**                      **NA**                      (1)

- 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 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. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

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Zephyrhills	General	8092	1132
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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

	Rate	USOC			
(a) Per Call	\$1.50	NA			
2. Outside the Company's local calling and LATA/NPA serving areas for the originating line <table border="0" style="margin-left: 40px;"> <tbody> <tr> <td style="padding-left: 20px;">(b) Per Call<sup>1</sup></td> <td style="text-align: right;">1.80</td> <td style="text-align: right;">NA</td> </tr> </tbody> </table>	(b) Per Call <sup>1</sup>	1.80	NA		
(b) Per Call <sup>1</sup>	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.

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