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February 25, 2010

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.

Section A10 Digital Network Services  
7th Revised Page 47

Section A13 Miscellaneous Service Arrangements  
8th Revised Page 11.2.2  
4th Revised Page 11.2.3

The purpose of this filing is to clarify tariff language which describes the method for the provisioning of Caller ID service. Revised language makes clear that Caller ID service is subject to technical and other limitations including the availability of the number for forwarding. There is no network change.

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

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

## A10. DIGITAL NETWORK SERVICES

A10.5 INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

## .4 PRI Features and Definitions

## a. Standard Features

Calling Line Identification – Number Only

Calling Number Identification allows the customer to see the directory number of the calling party, typically by the second ring. Telephone numbers of incoming callers will be forwarded for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding.

(C)  
|  
(C)Call-by-Call Access

A customer specified arrangement of "B" channels is used to access services available in the ISDN-PRI serving central office switch. The customer will be allowed to mix dedicated services and call-by-call access on the same ISDN-PRI Service. To utilize call-by-call access, the customer must specify, at subscription time, the quantities of channels that will be utilized for a specific service on the ISDN-PRI Service. The "B" channels will be assigned and billed the maximum quantity specified. With this feature, separate facilities are not required for individual services, such as DID/DIOD, WATS, 800/877/888 services, and local switched access lines. This option is grandfathered as of July 1, 2008. Call by Call will no longer be provisioned on new PRIs as of July 1, 2008 except for at existing customer's locations. Existing customers may continue their PRI service provisioned with Call by Call but will need to choose a new B Channel Configuration rate out of the tariff.

Clear Channel Capability

Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independence.

Non-Facility Associated Signaling (NFAS)

NFAS allows the D-channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.

## b. Optional Features

Network Ring Again

Network Ring Again allows a calling station encountering a busy to activate the central office switch to notify the calling station when the called station becomes idle. The calling station can then activate the switch to complete the call.

This feature is available on a limited basis and only functions within a single customer's ISDN-PRI Service Arrangement. The rate for this feature will be on an Individual Case Basis (ICB) basis per line so arranged.

"D" Channel Back-up

In arrangements of two or more ISDN-PRI's, this service provides enhanced continuity of service by allowing a "D" channel of one ISDN-PRI to automatically take over for a failed "D" channel of another ISDN-PRI.

This feature is available on a limited basis and only available within a single customer's ISDN-PRI Service Arrangement. The rate for this feature will be on an Individual Case Basis (ICB) basis per customer group. This feature is only provided when ISDN-PRI is offered under a contract term commitment.

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

## 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 (typically by the second ring) from the terminating central office to compatible customer-provided display equipment associated with the customer's local exchange service, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information. (C)

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 for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding. At that time, the customer can decide whether to answer the call or not. (C)
- (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.

(M) Material relocated to Page 11.2.3.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

.2 Custom Calling Local Area Signaling Service (Continued)

B. Description (Continued)

- (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: (M)
- 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. (M)

(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.

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. (M)  
 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. (M)

(M) Material relocated from Page 11.2.2. (N)

## A10. DIGITAL NETWORK SERVICES

A10.5 INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) (Continued)

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I  
(C)

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## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

## 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 (typically by the second ring) 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, subject to technical and other limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when for phone numbers for which or caller name information is not made available by the calling party's carrier to Verizon, (iv) for certain telephone numbers for which Verizon does not purchase Caller ID information, and (v) and for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.~~ (C)

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 ~~for non-blocked calls subject to technical and other limitations, including the availability of the number for forwarding.~~ (C) At that time, the customer can decide whether to answer the call or not. (C)
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- (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: (M)
- 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.
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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.

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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)

.2 Custom Calling Local Area Signaling Service (Continued)

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