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April 16, 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 A13 Miscellaneous Service Arrangements

13th Revised Page 11.1.1

13th Revised Page 11.1.2

6th Revised Page 11.1.3

1st Revised Page 11.1.4

Original Page 11.1.5

The purpose of this filing is to add a feature package to Regional Essentials when bundled with a qualifying long distance plan that provides Call Forwarding, Three-Way Calling, and Verizon Call Assistant.

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

Sincerely,

David M. Christian  
Vice President  
Regulatory Affairs Florida

Attachments

DMC:rt

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(c) Regional Essentials Feature Package

When Regional Essentials is bundled with an unlimited long distance calling plan, the following features may be added at no additional charge:

Call Forwarding, Three-Way Calling and Verizon Call Assistant <sup>1</sup>

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services or add-ons listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

<sup>1</sup> A non-regulated service.

(d) Regional Value Bundle Discounts

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

	<u>Regional Value Discount</u>	
	<u>Through Oct. 31, 2008</u>	<u>On or after 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.	\$8.00
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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 LLC.

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.

(M) Material relocated to Page 11.1.2

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(d) Regional Value Bundle Discounts (Continued)

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

Verizon Online Broadband (Up to 1.0 Mbps package)	\$8.00
DIRECTV® through Verizon (Choice or higher)	8.00
Verizon Online Broadband (Up to 1.0 Mbps package) and DIRECTV® through Verizon (Choice or higher)	13.00

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.

(e) Voice Discount Plan

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, customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC, or customers who have been offered VDP by a Verizon Representative to negotiate service 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 on or before March 5, 2010</u>
Regional Value	\$20.05
Regional Essentials <sup>1,2</sup>	\$17.05
Regional Value <sup>3</sup>	\$18.00
Regional Essentials <sup>3</sup>	\$10.00
 <u>Discount on or after March 6, 2010</u>	
Regional Value	\$20.05
Regional Value <sup>3,4</sup>	\$13.00
Regional Value <sup>3</sup>	\$8.00
Regional Essentials <sup>3,4</sup>	\$5.00

(M) Material relocated from Page 11.1.1

(M<sup>1</sup>) Material relocated to Page 11.1.3.

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(M<sup>1</sup>)

(N)

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(e) Voice Discount Plan (Continued)

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.

	Renewal Discount Through <u>Mar 31, 2009</u>	Renewal Discount Apr 1, 2009 Through <u>March 5, 2010</u>	Renewal Discount November 1, 2009 Through <u>March 5, 2010</u>
Regional Value	\$ 7.05		\$20.05
Regional Essentials <sup>1</sup>	\$ 7.05	\$17.05	
Regional Value <sup>3</sup>	\$12.00		\$18.00
Regional Essentials <sup>3</sup>	\$ 7.00	\$10.00	

Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.

<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.

<sup>4</sup> Not available to customers who currently subscribe to package services; Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

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.

(f) Regional Value Price Guarantee

Residential customers in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Regional Value bundled with an unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate of \$17.04.

The monthly rate is guaranteed for as long as the customer:

- (i) remains at the same service address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

(M) Material relocated from Page 11.1.2.

(M<sup>1</sup>) Material relocated to Page 11.1.4.

(N)

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(M<sup>1</sup>)

(N)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued) (N)

4. Credit Offers (M)

(a) Residence Retention and Reconnect Offer

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.

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.

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(M) Material relocated from Page 11.1.3.

(M') Material relocated to Page 11.1.5.

(N)

(N)

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

## .2 Custom Calling Local Area Signaling Service

## 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.

(M) Material relocated from Page 11.1.4.

MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: April 18, 2010  
ISSUED: April 16 2010

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(c) Regional Essentials Feature Package

(N)

When Regional Essentials is bundled with an unlimited long distance calling plan, the following features may be added at no additional charge:

Call Forwarding, Three-Way Calling and Verizon Call Assistant <sup>1</sup>

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service – Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services or add-ons listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

<sup>1</sup> A non-regulated service.

(N)

(ed) Regional Value Bundle Discounts

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

Regional Value Discount

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

One Bill with a Verizon wireless plan as specified by Verizon.	\$5.00	0.00
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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.	\$8.00	(I)
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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 LLC.

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:~~

(M)

<del>Verizon Online Broadband</del>		
<del>(Up to 1.0 Mbps package)</del>		<del>\$8.00 (I)</del>
<del>DIRECTV® through Verizon (Choice or higher)</del>		<del>8.00</del>
<del>Verizon Online Broadband (Up to 1.0 Mbps package) and</del>		
<del>DIRECTV® through Verizon (Choice or higher)</del>		<del>13.00 (I)</del>

~~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

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: November 1, 2009  
ISSUED: September 25, 2009

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(d) Regional Value Bundle Discounts (Continued)

(N)

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

(M)

<u>Verizon Online Broadband (Up to 1.0 Mbps package)</u>	<u>\$8.00 (I)</u>
<u>DIRECTV® through Verizon (Choice or higher)</u>	<u>8.00</u>
<u>Verizon Online Broadband (Up to 1.0 Mbps package) and DIRECTV® through Verizon (Choice or higher)</u>	<u>13.00 (I)</u>

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)

(de) 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, customers who have Verizon Online high speed internet service but no local service from Verizon Florida LLC, or customers who have been offered VDP by a Verizon Representative to negotiate service 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 on or before March 5, 2010</u>
Regional Value	\$20.05
Regional Essentials <sup>1,2</sup>	\$17.05
Regional Value <sup>3</sup>	\$18.00
Regional Essentials <sup>3</sup>	\$10.00
	<u>Discount on or after March 6, 2010</u>
Regional Value	\$20.05
Regional Value <sup>3,4</sup>	\$13.00
Regional Value <sup>3</sup>	\$8.00
Regional Essentials <sup>3,4</sup>	\$5.00

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.

(M')

	<u>Renewal Discount</u>	<u>Renewal Discount</u>	<u>Renewal Discount</u>
	<u>Through</u>	<u>Apr 1, 2009</u>	<u>November 1, 2009</u>
	<u>Mar 31, 2009</u>	<u>Through March 5, 2010</u>	<u>Through March 5, 2010</u>
Regional Value	\$ 7.05		\$20.05

<del>Regional Essentials<sup>1</sup></del>	<del>\$ 7.05</del>	<del>\$17.05</del>	
<del>Regional Value<sup>2</sup></del>	<del>\$12.00</del>		<del>\$18.00</del>
<del>Regional Essentials<sup>3</sup></del>	<del>\$ 7.00</del>	<del>\$10.00</del>	

~~Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.~~

~~<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.~~

~~<sup>4</sup> Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.~~

~~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.~~

(M) Material relocated from Page 11.1.1

(M) Material relocated to Page 11.1.3.

MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: March 6, 2010  
ISSUED: March 5, 2010

(N)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(e) Voice Discount Plan (Continued)

(N)

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.

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	Renewal Discount Through Mar 31, 2009	Renewal Discount Apr 1, 2009 Through March 5, 2010	Renewal Discount November 1, 2009 Through March 5, 2010
Regional Value	\$ 7.05		\$20.05
Regional Essentials <sup>1</sup>	\$ 7.05	\$17.05	
Regional Value <sup>3</sup>	\$12.00		\$18.00
Regional Essentials <sup>3</sup>	\$ 7.00	\$10.00	

Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.

<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.

<sup>4</sup> Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

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.

(M)

(ef) Regional Value Price Guarantee

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Residential customers in a location that is not eligible for Verizon Online Broadband or Verizon FiOS products who establish new dial tone service or who call to disconnect their local service and agree to subscribe to Regional Value bundled with an unlimited long distance calling plan will be eligible to receive Regional Value for a monthly rate of \$17.04.

The monthly rate is guaranteed for as long as the customer:  
 (i) remains at the same service address.

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Verizon Long Distance Posted Rates, Terms and Conditions.

Each product must be billed by Verizon Florida LLC. Discontinuance of any one of the services listed above will result in immediate termination of this offer. This offer may not be combined with other offers except as authorized by Verizon Florida LLC.

4.—Credit Offers

(M<sup>1</sup>)

(a) Residence Retention and Reconnect Offer

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.~~

~~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.~~

(M) Material relocated from Page 11.1.2.

(M') Material relocated to Page 11.1.4.

(N)

(N)

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: March 6, 2010  
ISSUED: March 5, 2010

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

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

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.

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.

(M).2 Custom Calling Local Area Signaling Service(M)

## 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.

(M) Material relocated from Page 11.1.3.

(N)

(M') Material relocated to Page 11.1.5.

(N)

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MICHELLE ROBINSON, PRESIDENT  
TAMPA, FLORIDA

EFFECTIVE: February 16, 2010  
ISSUED: February 15, 2010

## A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued).2 Custom Calling Local Area Signaling Service(M)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.

(M)(M) Material relocated from Page 11.1.4.(N)