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July 30, 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 0 - Index
25th Revised Index Page 7

Section A13 Miscellaneous Service Arrangements
2nd Revised Page 11.1.4
1st Revised Page 11.1.5
Original Page 11.1.6
Original Page 11.1.7
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Original Page 11.1.9
Original Page 11.1.10

The purpose of this filing is to offer customers a new optional business package that provides certain components, delineated in this offering, at a bundle rate.

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

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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)

(g) Solutions For Business Bundle

(1) General

Solutions for Business Bundle is an optional business package that includes a network access line (or CustoPAK), calling features and Voice Messaging¹ service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.

Solutions for Business Bundle Main Line² includes the following:

- One Network Access Line (or CustoPAK) with touch calling
- Unlimited Local and IntraLATA Toll calling
- Choice of zero to five (0 – 5) of the following calling features³:
 - Call Waiting
 - Three-Way Calling
 - Call Forwarding
 - Caller ID
 - Voice Messaging

Solutions for Business Bundle Additional Line^{4, 5} includes the following:

Additional Bundle Line

- One CustoPAK line

Additional Bundle Line-Plus

- One CustoPAK line
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One CustoPAK line
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

¹ Voice Messaging is a non-regulated service and listed for informational purposes only.

² One line customers will be provisioned with a network access line.

³ Features may not be available in all serving areas.

⁴ Customers with two or more lines will be provisioned with CustoPAK lines.

⁵ CustoPAK lines include Call Waiting, Three-Way Calling and Call Forwarding.

(M) Material relocated to Page 11.1.9.

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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)

(g) Solutions For Business Bundle (Continued)

(2) Conditions

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

Customers may have only one Solution for Business Bundle per account. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service
- ISDN Service
- Remote Call Forwarding Service
- Auto Universal call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Line or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan

(M) Material relocated to Page 11.1.10.

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 (N)

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(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(2) Conditions (Continued)

- Corporate Rewards
- Business Calling Plus
- Business Local Usage Package with allowances for Centrex and Business Service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed - Busy Line Verification
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- Three-Way calling (per activation)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(2) Conditions (Continued)

Lines with unlimited calling are for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

(3) Termination Liability

Solutions for Business Bundle is offered on a two-year term agreement.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2 year term will result in a one-time flat Termination Charge of \$50.00.

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

(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)

(g) Solutions For Business Bundle (Continued)

(3) Termination Liability (Continued)

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

(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 11.1.5.

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: August 1, 2010
ISSUED: July 30, 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)

~~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)

~~3. Bundled Local Service (Continued)~~

(N)

~~(g) Solutions For Business Bundle~~

~~(1) General~~

~~Solutions for Business Bundle is an optional business package that includes a network access line (or Custopak), calling features and Voice Messaging¹ service offered for a month-to-month or two-year term commitment as well as three additional line types that are offered on a month-to-month basis.~~

~~Solutions for Business Bundle Main Line² includes the following:~~

- ~~- One Network Access Line (or Custopak) with touch calling~~
- ~~- Unlimited Local and IntraLATA Toll calling~~
- ~~- Choice of zero to five (0 – 5) of the following calling features³:~~

- ~~- Call Waiting~~
- ~~- Three-Way Calling~~
- ~~- Call Forwarding~~
- ~~- Caller ID~~
- ~~- Voice Messaging~~

~~Solutions for Business Bundle Additional Line^{4, 5} includes the following:~~

- ~~Additional Bundle Line~~
- ~~- One Custopak line~~

Additional Bundle Line-Plus

- One CustoPAK line
- Caller ID and Voice Messaging

Additional Bundle Line-Unlimited

- One CustoPAK line
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

¹ Voice Messaging is a non-regulated service and listed for informational purposes only.

² One line customers will be provisioned with a network access line.

³ Features may not be available in all serving areas.

⁴ Customers with two or more lines will be provisioned with CustoPAK lines.

⁵ CustoPAK lines include Call Waiting, Three-Way Calling and Call Forwarding.

(N)

(M) Material relocated to Page 11.1.9.

(N)

~~(M) Material relocated from Page 11.1.3.~~

~~(M) Material relocated to Page 11.1.5.~~

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: April 18, 2010
ISSUED: April 16 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 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)

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

(N)

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(2) Conditions

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

Solutions for Business Bundle is available only on a month-to-month or two-year term agreement.

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Verizon Long Distance LLC.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

Customers may have only one Solution for Business Bundle per account. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited CustoPAK Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Solutions for Business Bundle is not available with the following services:

- Flexgrow or Enhanced Flexgrow Service
- ISDN Service
- Remote Call Forwarding Service
- Auto Universal call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Line or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan

(N)

(M) Material relocated to Page 11.1.10.

(N)

(M) Material relocated from Page 11.1.4.

MICHELLE ROBINSON, PRESIDENT
TAMPA, FLORIDA

EFFECTIVE: April 18, 2010
ISSUED: April 16 2010

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(2) Conditions (Continued)

- Corporate Rewards
- Business Calling Plus
- Business Local Usage Package with allowances for Centrex and Business Service
- Customer Specific Pricing (CSP)
- Grandfathered Rewarding Connections
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Calling Card - Emergency Interrupt
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed - Busy Line Verification
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- Busy Line Verification
- All other operator Handled Calls
- Three-Way calling (per activation)

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)(N).1 Custom Calling Features and Feature Packaged Services (Continued)E. Rates (Continued)3. Bundled Local Service (Continued)(g) Solutions For Business Bundle (Continued)(2) Conditions (Continued)

Lines with unlimited calling are for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

(3) Termination Liability

Solutions for Business Bundle is offered on a two-year term agreement.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2 year term will result in a one-time flat Termination Charge of \$50.00.

Customer termination of service within the first 30 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

The customer must contact the Company prior to the end of the term agreement in order to renew it. Upon renewal, the customer shall pay the prevailing rate for the term period selected.

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)(N).1 Custom Calling Features and Feature Packaged Services (Continued)E. Rates (Continued)3. Bundled Local Service (Continued)(g) Solutions For Business Bundle (Continued)(3) Termination Liability (Continued)

If the customer does not renew the term agreement before it expires, the customer shall continue to pay the same monthly rate, or the prevailing rate for the same term period, on a monthly basis, until the customer cancels the service or requests a new term agreement. Customers will be subject to all prevailing rules and regulations of the package, including rate changes. Payment of such rate shall constitute the customer's acceptance of the continued service.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)

(N)

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

E. Rates (Continued)

3. Bundled Local Service (Continued)

(g) Solutions For Business Bundle (Continued)

(4) Rates

	<u>Monthly Rate</u>	
	<u>Month-toMonth</u>	<u>2-Year Term</u>
<u>Solutions for Business Bundle Main Line*</u>	<u>\$65.00</u>	<u>\$65.00</u>

	<u>Monthly Rate</u>
<u>Solutions for Business Bundle Additional Line</u>	

<u>Additional Bundle Line</u>	<u>\$35.00</u>
<u>Additional Bundle Line-Plus</u>	<u>\$45.00</u>
<u>Additional Bundle Line-Unlimited*</u>	<u>\$65.00</u>

(* An additional discount will be available when ordering Non-LEC Services from the providers of those services for a 2-Year Term only.

(N)

4. Credit Offers

(M)

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)

(M) Material relocated from Page 11.1.4.

(N)

A13. MISCELLANEOUS SERVICE ARRANGEMENTS

A13.14 Verizon Calling Services (Continued)(M).2 Custom Calling Local Area Signaling ServiceA. 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 11.1.5.(N)