

TELECOMMUNICATIONS SERVICES

Global Connection Inc. of America

Georgia PSC Tariff No. 1

Original Page 1

Revised January 24, 2011

Applying to Resale of Intrastate
Common Carrier Communications
Services Between Points in the
State of Georgia

AND

CONTAINING RULES AND REGULATIONS

GOVERNING SERVICE

This tariff is on file with the Georgia Public Service Commission and copies may be inspected, during normal business hours, at Global Connection Inc. of America's principal office at 5555 Oakbrook Parkway, Norcross, Georgia, 30093.

Issued: January 24, 2011

Effective: January 24, 2011

By: David Skogen, CEO
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CHECK LIST

Pages 1 to 44 are effective as of the date shown. Revised sheets as named below contain all changes from the original tariff that are in effect on the date thereof.

Page	Revision	Date	Page	Revision	Date
1	Original	1/24/11	23	Original	1/24/11
2	First Revised*	6/26/15	24	Original	1/24/11
3	Original	1/24/11	25	Original	1/24/11
4	Original	1/24/11	26	Original	1/24/11
5	First Revised*	6/26/15	27	Original	1/24/11
6	Original	1/24/11	28	Original	1/24/11
7	Original	1/24/11	28.1	Original*	6/26/15
8	Original	1/24/11	29	First Revised*	6/26/15
9	Original	1/24/11	30	First Revised*	6/26/15
10	First Revised*	6/26/15	31	First Revised*	6/26/15
11	Original	1/24/11	32	First Revised*	6/26/15
12	Original	1/24/11	33	Original	1/24/11
13	Original	1/24/11	34	Original	1/24/11
14	Original	1/24/11	35	First Revised*	6/26/15
15	Original	1/24/11	36	First Revised*	6/26/15
16	Original	1/24/11	37	Second Revised*	6/26/15
17	Original	1/24/11	38	First Revised*	6/26/15
18	First Revised*	6/26/15	39	First Revised*	6/26/15
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20	Original	1/24/11	41	First Revised*	6/26/15
21	Original	1/24/11	42	First Revised*	6/26/15
22	Original	1/24/11	43	Original*	6/26/15
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*Indicates Pages included with filing

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SYMBOLS

Whenever tariff sheets are revised, changes will be identified by the following symbols:

- (C) To signify changed regulation.
- (D) To signify deleted or discontinued rate, regulation or condition.
- (I) To signify a change resulting, in an increase to a customer's bill.
- (M) To signify material moved from or to another part of tariff with no change in text, rate, rule or condition.
- (N) To signify new rate, regulation, condition or sheet.
- (R) To signify a change resulting in a reduction to a customer's bill.
- (T) To signify change in text but no change in rate, rule or condition.
- (Y) To signify a reference to other published tariffs.
- (Z) To signify a correction.

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TARIFF FORMAT SHEET

- A. Page Numbering. Page numbers appear in the upper-right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added, the page appears as a decimal. For example, a new page added between pages 34 and 35 would be 34. 1.
- B. Page Revision Numbers. Revision numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page version on file with the Georgia Public Service Commission. For example, the 4th revised Page 34 cancels the third revised Page 34. Because of deferrals, notice periods etc., the most current page number on file with the Commission is not always the tariff page in effect. Subscriber should consult the check page for the page currently in effect.
- C. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
 - 2.1.
 - 2.1.1.
 - 2. 1. 1.A.
 - 2.1. 1. A. 1.
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 - 2.1. 1.A. 1.(a).1 (i) (1)
- D. Check List of Effective Pages. When a tariff filing is made with the Commission, an updated Check List of Effective Pages ("Check List") accompanies the tariff filing. The Check List lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check List is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the Check List if these are the only changes made to it (i.e., the format, etc.). The subscriber should refer to the latest Check List to find out if a particular page is the most current page on file with the Commission.

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INTRODUCTION

This tariff ("Tariff") contains the regulations and rates applicable to the furnishing of intrastate, common carrier, local exchange telecommunications resale services by Global Connection Inc. of America, Inc. (hereinafter referred to as "GCIA" or the "Company") between various locations in the State of Georgia.

The regulations governing the provision and use of services offered under this Tariff are set forth in Section 2. Service descriptions and rates are set forth in Sections 3 and 4, respectively.

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1. TECHNICAL TERMS AND ABBREVIATIONS

Certain terms used throughout this Tariff are defined below.

Authorization Code

"Authorization Code" means a numerical code, one or more of which are assigned to a Customer to enable it to access the Services provided by the Company and to identify the Customer for billing purposes.

Carrier

"Carrier" means a communications common carrier authorized by the Commission or the FCC to provide communications service to the public.

Commission

"Commission" means the Georgia Public Service Commission.

Credit(s)

"Credit(s)" has the meaning set forth in Section 2.26 hereof.

Credit Allowances

"Credit Allowances" has the meaning set forth in Section 2.26 hereof

Credit Limit

"Credit Limit" means a credit limit placed on Customer's monthly consumption of Services pursuant to Section 2.18.

Customer

"Customer" means the person, firm, company, corporation, or other entity who, pursuant to a Service Order, orders Service(s) under this Tariff.

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1. Technical Terms and Abbreviations (cont.)

FCC

"FCC" means the Federal Communications Commission.

Governmental Authority

"Governmental Authority" means any judicial, administrative, or other federal, state or municipal governmental authority (including without limitation the Commission and the FCC) having jurisdiction over the Company or the provision of Services hereunder.

Holidays

"Holidays" means all Company-specified holidays: New Year's Day (January 1), Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day (December 25).

ICB

"Individual Case Basis" or "ICB" has the meaning set forth in Section 2.35 hereof.

Interruption

"Interruption" means the disruption of, or removal of a circuit from, Service such that the Service becomes unusable by Subscriber for a continuous period of thirty (30) minutes or more.

InterLATA Service

"InterLATA Service" means communications between a point located in a local access and transport area ("LATA") and a point located outside such area.

Local Exchange Carrier ("LEC")

"LEC" means any person that is engaged in the provision of local exchange service or exchange access service. However, such term does not include any person insofar as such person is engaged in the provision of commercial mobile radio service.

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1. Technical Terms and Abbreviations (cont.)

Local Access and Transport Area ("LATA")

"Local Access and Transport Area" or "LATA" means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a LEC provides communications service.

One Month

"One Month" means thirty (30) days.

(N)
(N)

Other Providers

"Other Providers" means any carriers or other service providers, whose services or facilities are connected to the Services.

Performance Failure

"Performance Failure" means any disruption, degradation, or failure of Service, including without limitation any Interruption (but excluding Scheduled Interruptions), any installation failure or delay, or any mistake, delay, omission, error or other defect in the Service or in the provision thereof.

Regulation(s)

"Regulation(s)" means any and all law(s), rule(s), regulation(s) (including without limitation those set forth in this Tariff), order(s), policy or policies, ruling(s), judgment(s), decree(s) or other determination(s) which are made by the Commission or any other Governmental Authority or which arise under any federal, state, or local statute, utility code, or ordinance, and which are applicable to the Services or to any provision of this Tariff.

Resale

"Resale" means providing telecommunications services to the Customer through leased and company owned facilities or resale of Underlying Carrier facilities or a combination of the two.

Resale Tariff(s)

"Resale Tariff(s)" means the tariff(s) of one or more Underlying Carriers.

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1. Technical Terms and Abbreviations (cont.)

Scheduled Interruption

"Scheduled Interruption" means an Interruption which has been scheduled by the Company in advance for maintenance, testing, or other administrative purposes.

Service(s)

"Service(s)" means the Company's regulated, communications common carrier service(s) provided under this Tariff.

Service Commencement Date

"Service Commencement Date" means the day the Company establishes services at the requested service address as requested by the Customer.

Service Order

"Service Order" means (i) a contract between the Company and Customer, or (ii) a Company designated form used from time to time by Customer for purposes of ordering Services hereunder.

Service Period

"Service Period" (or "SP") means the period of time during which Customer takes Services under this Tariff.

Subscriber

"Subscriber" means a person, firm, company, corporation, or other entity who is authorized by the Customer to use Service under this Tariff.

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1. Technical Terms and Abbreviations (cont.)

TDD

TDD" means a Telecommunications Device for the Deaf.

Termination (Terminate)

"Termination" (or "Terminate") means discontinuance of (to discontinue) Services, either at Customer's request, or by the Company in accordance with Regulations.

Third Party Billing Companies

"Third Party Billing Companies" means, collectively, any clearinghouses, LECS, Other Providers, credit card companies or other third parties who bill Customers for Services on the Company's behalf.

Underlying Carrier(s)

"Underlying Carrier(s)" means the LEC(s) or other Carrier(s) whose services are resold by the Company pursuant to this Tariff.

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2. RULES AND REGULATIONS

The Company is a provider of regulated, intrastate, local exchange services. The Services described in section 3 of this Tariff are provided to Customers by the Company pursuant to one or more applicable resale or commercial agreements which are on file with, and have been approved by, the Commission.

2.1 Undertaking of the company

2.1.1 Obligation to Provide Service

The Company shall exercise its best efforts to provide Services to Subscribers pursuant to the terms and conditions of this Tariff. The company shall exercise reasonable efforts to make such Services available for Subscribers' use on either the installation date set forth in a Service Order (or, if no date is specified) as soon as practicable after execution of a Service Order, subject to Customer's compliance with Regulations. In addition to the Service Order, Customer shall also execute such other documents as the Company may reasonably require. In the event of a conflict or inconsistency between (I) the terms of a Service Order (or of any other document executed by the Customer) and (ii) those of this Tariff, the latter shall govern.

2.1.2 Conditions to Company's Obligations

The obligations of the company to provide services are subject to the following: (i) availability, procurement, construction, and maintenance of facilities required to meet the Service Order; (ii) the provisioning Services to the Company for Resale by the Underlying Carrier; (iii) interconnection to Other Providers' services or facilities as required; and (iv) any applicable Credit Limit.

2.1.3 Right to Discontinue or Block Services

The Company reserves the right (i) to discontinue or temporarily suspend Services to or from a location where the necessary facilities or equipment are not available under terms and reasonably acceptable to the Company; or (ii) to block Services to any Subscriber location or any authorization Code, without any liability whatsoever, in the event that the Company detects or reasonably suspects either (a) fraudulent or unlawful use of the Services at or by means of said location or Authorization Code, or (b) consumption of Services in excess of the Credit Limit (if any).

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2. RULES AND REGULATIONS (CONT'D)

2.2 Responsibility and Use

2.2.1 Services may be used by Customer or Subscriber for any lawful purpose, twenty-four (24) hours per day, seven (7) days per week, subject to the terms and conditions set forth herein and in any applicable Service Order. Customer is solely responsible for (i) prevention of unauthorized, unlawful or fraudulent, use of or access to Services, which use or access is expressly prohibited; and (ii) administration and non-disclosure of any Authorization Codes provided by Company to Customer.

2.2.2 The Customer has no property right in the telephone number or any other call number designation associated with the Company's Services. The Company may change such numbers, or the central office code designation associated with such numbers, or both, assigned to the Customer, whenever the Company, in its sole discretion, deems it necessary to do so in the conduct of its business.

2.3 Transmission

The Services are suitable for the transmission of voice, data, or other communications only to the limited extent set forth in the Resale Tariff(s).

2.4 Call blocking

Notwithstanding any other provision of this Tariff, the Company may block calls which are (i) made to certain countries, cities, or central office ("NXX") exchanges, or (ii) use certain Authorization Codes, as the Company, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Services.

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2. RULES AND REGULATIONS (CONT'D)

2.5 Interconnection

2.5.1 Services or facilities furnished by the company will be connected with services or facilities of Other Providers subject to any technical limitations set forth in said Other Providers' tariffs (if any); provided, however, Service furnished by the company is not part of a joint undertaking with any Other Provider.

2.5.2 Interconnection with the facilities or services of Other Providers is subject to (i) the availability of said Other Providers' facilities; and (ii) the applicable terms and conditions of the other Providers' tariffs (if any). Customer shall be solely responsible for satisfying all legal requirements for interconnecting Customer provided terminal equipment or communications systems with Other Providers' facilities, including, without limitation, application for all licenses, permits, rights of-way, and other arrangements necessary for such Interconnection. Satisfaction of all legal requirements, any interface equipment or any other facilities necessary to interconnect the facilities of the Company and Other Providers must be provided at the Customer's sole expense.

2.6 Equipment

2.6.1 The company's facilities or Services may be used with or terminated to Customer Premises equipment ("CPE"), such as a private branch exchange, key system or pay telephone. CPE is the sole responsibility of the Customer and the Company has no responsibility whatsoever for the installation, operation, and maintenance of such CPE. The Customer is solely responsible for all costs of installing, maintaining or repairing CPE, including without limitation personnel charges, wiring costs, and costs associated with routing of electrical power, incurred in the attachment to and use of the Company's facilities or Services.

2.6.2 The Customer is responsible for ensuring that all attached CPE conforms to the Federal Communications Commission's registration requirements set forth in Part 68 of the Code of Federal Regulations (as amended), and the Company may discontinue the provision of Services to any location where CPE fails to conform to such Regulations.

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2. RULES AND REGULATIONS (CONT'D)

2.6 Equipment (CONT'D)

2.6.3 The Customer will be responsible for payment of service charges at the Company's standard rates in effect from time to time for visits by Company personnel to the Customer's premises in response to any Service difficulty or trouble report determined to be caused, in whole or in part, by the use of any CPE, Services, facilities, or other equipment which is not provided by the Company.

2.7 Title

Title to any and all equipment or facilities provided by Company under this Tariff will remain in the Company.

2.8 Customer Premises

Customer shall provide, without cost to Company, all equipment, space, conduit, and electric power required to terminate the Services at the Subscriber's premises. The Customer shall arrange for the company, or other Carriers as required, to leave access to the Subscriber's premises at all reasonable times for purposes of Service installation, Termination, inspection and repair. Customer shall be solely responsible for any damage to or loss of Company equipment while on the premises of Subscriber, unless such damage is caused by the negligence or willful misconduct of the Company, its employees, subcontractors or agents.

2.9 Non-routine maintenance and installation

At the Customer's request, the Company will perform installation or maintenance on weekends or times other than during normal business hours; provided, however, customer may be assessed reasonable, additional charges based on the Company's actually incurred labor, material or other costs for such non-routine installation or maintenance. Said non-routine maintenance and installation will be subject to availability to Company by contract providers.

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2. RULES AND REGULATIONS (CONT'D)

2.10 Interruption

The Company, without incurring any liability whatsoever, may make Scheduled Interruption at any time (I) to ensure compliance by the Customer or Subscriber with Regulations (including without limitation the provisions of this Tariff), (ii) to ensure proper installation and operation of the Customer's and the Company's equipment and facilities, (iii) to prevent fraudulent use of or access to the Services, or (iv) to perform any other maintenance, testing or inspection reasonably required for the provision of Services hereunder.

2.11 Service commencement and acceptance

Billing for Services will commence as of the Service Commencement date. Customer may refuse to accept such Services only if such Services fail to substantially comply with the specifications (if any) therefore set forth in the Service Order or in this Tariff.

2.12 Service Period

The Service Period ("SP") will be for the term specified in the applicable Service Order, which will extend one (1) month from the Service Commencement date. Except as otherwise provided in the Service Order, this SP will automatically renew for subsequent terms of equal duration.

2.13 Service Cancellation

Customers who cancel a Service Order prior to Service installation (including without limitation cancellation of special construction or Services provided on an individual case basis) or who cancel Service prior to the start of their service period will incur a charge equal to the greater of (i) the non-recurring charges for the MSP, or (ii) the company's reasonably incurred, actual expenses associated with such cancellation.

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2. RULES AND REGULATIONS (CONT'D)

2.14 Billing and Payments

2.14.1 Except as otherwise limited by Regulation, Customer shall be responsible for payment of all charges, whether authorized or not, for any and all use of or access to Services provided to Subscribers, including without limitation any unauthorized, unlawful or fraudulent use or access. Customer's charges for Credit Card Calls are subject to any applicable limitations established by Title 12 of the Code of Federal Regulations Part 226 ("Regulation Z") or to any other Regulation.

2.14.2 All amounts stated in each monthly invoice are due and payable in full five (5) days prior to the end of the prior Service Period.

2.14.3 Except as otherwise provided in this Tariff, charges for Services will be billed to Customer on a monthly basis. Local service charges, including installation charges, are billed in advance. Certain toll charges and NRCs are billed in arrears.

2.14.4 Charges for Prepaid telecommunications Service will be billed to Customer on a monthly basis, in advance, 20 days before the due date for the following month's service. If payment is not received within 5 days after the due date, additional attempts to contact the Customer by phone are scheduled prior to the service suspension date. Customers who do not make payment are processed for suspension on the 11th day following the due date and are processed for disconnection 10 days after the date of suspension. Prepaid service customers may pay their monthly bills in to the Company directly via check, credit or debit card, cash or money order or at any authorized payment location.

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2. RULES AND REGULATIONS (CONT'D)

2.14 Billing and Payments (cont.)

2.14.5 Except as otherwise provided in this Tariff, the Company, at its sole Option, may Terminate Services in the event Customer fails to pay any invoice within ten (10) calendar days after the due date stated thereon, subject to five (5) business days prior written notice and to any other applicable Commission Regulations provided. Termination of Services by the Customer or the Company for any reason whatsoever will not relieve Customer of its payment obligations hereunder for all Service charges incurred by Customer through the date of Termination. Customer will be liable for all costs of collection hereunder, including without limitation reasonable attorney's fees. Any invoice for Services not disputed in writing by Customer within ten (10) days after receipt thereof is to be deemed conclusively correct and binding upon the Customer; provided, however, Customer will have the right to Obtain Commission investigation of any disputed invoice before Service is disconnected in accordance with Regulation.

2.15 Late Fee

Invoices past due with a balance greater than \$20.00 may incur a monthly finance charge on the unpaid balance at a rate equal to the lesser of one and one-half percent (1.5%) per month or at the maximum rate permitted by applicable Regulation. (T)

2.16 Deposits

For Customer's electing Toll Restriction Services, the Company has no deposit requirement established. However, should the Customer not select Toll Restriction Services, the Company may charge a deposit of up to three (3) times the expected Monthly Recurring fee or \$150, whichever is greater, as allowed by law.

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2. RULES AND REGULATIONS (CONT'D)

2.17 Advance Payments

2.17.1 Recurring Advance Payments

The Company will require all prepaid Customers to make advance payments for consumption of Services. The amount of each such advance payment will not exceed the lesser of (a) one month's actual or estimated charges, or (b) the highest amount permitted by any applicable Commission Regulation. Advance payments will be applied to charges for Services in the same manner as other payments.

2.17.2 Non-Recurring Advance Payments

The Company may require any Customer to make an advance payment of non-recurring charges (e.g., special construction charges) prior to consumption of Services.

2.18 Credit Limit

The Company may, at any time and at its sole discretion, set a Credit Limit for any Customer's or Subscribers' consumption of Services for any monthly period.

2.19 Taxes

The Customer is responsible for payment of any and all state taxes or surcharges, including without limitation franchise fees, excise taxes, sales taxes, or municipal utilities taxes. All such taxes and surcharges will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in this Tariff, unless otherwise prohibited by law.

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2. RULES AND REGULATIONS (CONT'D)

2.20 Discontinuation

2.20.1 By Company

Notwithstanding any other provision of this Tariff, the Company may at its sole option and discretion Terminate Service without incurring any liability therefore whatsoever, subject to (i) no less than five (5) business days prior written notice or such other notice period required by Regulation, and (ii) any applicable Regulations, for any of the following reasons:

2.20.1.A by order of a Governmental Authority;

2.20.1.B In the event of any unlawful, unauthorized or fraudulent use of or access to the Services, including without limitation violation of the provisions of this Tariff, a Service Order, or of any other Regulations, by the Customer, by any Subscriber, or by any other person;

2.20.1.C Customer's use of Services in excess of its Credit Limit (if any) or its failure to make an advance payment (if so required) for Services provided hereunder; or

2.20.1.D Customer's provision of false or misleading information in its Service Order or in any other document delivered by Customer to the Company.

2.20.2 By Customer

The Customer may Terminate Service upon thirty (30) days prior verbal notice, provided however, that Customer, upon Termination of Services prior to the end of the SP for any reason whatsoever, will be charged the full amount for all nonrecurring Charges applicable to the remainder of said SP.

2.21 Restoration of Services

The Company shall restore any Terminated Service in accordance with Commission Regulation, including but not limited to charging the Customer a reconnection fee as set forth in Section 4.2.

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By: David Skogen, CEO
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Norcross, GA 30093

TELECOMMUNICATIONS SERVICES

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2. RULES AND REGULATIONS (CONT'D)

2.22 Limitation of Liability

- 2.22.1 Except as caused by its willful misconduct or negligence, the Company's liability with respect to any action, claim, judgment, damages, demand, liability or expense, (including without limitation reasonable attorney's fees) (i) brought or incurred by Customer, by any Subscriber, or by any other party in connection with the installation, provision, preemption, termination, maintenance, repair or restoration of Service (including without limitation 911 Service and Directory Listing Service) or (ii) arising from any Performance Failure, will in no event exceed an amount equal to the Service charges incurred by Customer for the month during which the Service was affected. Such amount will be in addition to any amounts that may otherwise be due Customer as Credits or Credit Allowances pursuant to the provisions of Section 2.26 hereof.
- 2.22.2 To the extent permitted by any applicable Regulation, the Company's liability for negligence will also be limited to the amounts described in Section 2.22.1 Hereof.
- 2.22.3 To the extent permitted by any applicable Regulation, the Company's liability for gross negligence will also be limited to the amounts described in Section 2.22.1 hereof.
- 2.22.4 In no event will the Company be liable for loss of profits (even if the Company has been advised of the possibility of such loss) or for any indirect, incidental, special, consequential, exemplary or punitive damages whatsoever arising, directly or indirectly, from or in connection with the provision of Services (including 911 Service and Directory Listing Service) hereunder.
- 2.22.5 Except as caused by its willful misconduct or negligence, the Company will not be liable for defacement of or damages to Subscribers' premises or for any personal injury or death arising, directly or indirectly, from the furnishing of Services (including 911 Service and Directory Listing Service), including without limitation the installation or removal of any facilities, equipment or wiring associated therewith. Customer is solely responsible for connecting any and all apparatus, equipment and associated wiring on Subscribers' premises to the Services, and no other Carrier or third party engaged in such activity is to be deemed to be an agent or employee of the Company.

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2. RULES AND REGULATIONS (CONT'D)

2.22 Limitation of Liability (cont.)

2.22.6 Any action or claim against the Company arising from any of its alleged acts or omissions in connection with this Tariff will be deemed waived if not brought or made in writing within-sixty (60) days from the date that the alleged act or omission occurred.

2.23 Disclaimer

The Company will have no liability whatsoever to Customer, its employees, agents, subcontractors, or assignees, or to any other person for (i) damages arising out of any Underlying Carriers' or Other Providers' Performance Failure, (ii) any act or omission of any third party furnishing equipment, facilities or service to any Subscriber in connection with this Tariff or with the Services, or (iii) any other act or omission of any Other Provider, Subscriber or third party related to the use or provision of Services hereunder.

THE COMPANY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR OR IN CONNECTION WITH THE USE OR PROVISION OF SERVICES PROVIDED HEREUNDER.

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2. RULES AND REGULATIONS (CONT'D)

2.24 Indemnification

Subject to the limitations of liability set forth in Section 2.22 hereof, the Company and the Customer shall defend, indemnify, and hold each other harmless from and against any, and all actions, claims, judgments, damages, demands, liabilities, and expenses, including without limitation reasonable attorney's fees, resulting from Injury to or death of any person (including Injury to or death of their employees) or from the loss of or damage to tangible real or tangible personal property or to the environment, to the extent that such Injury, death, loss or damage was proximately caused by any negligent act or omission on the part of the party from whom indemnity is sought, its agents, employees, subcontractors or assignees, in connection with use of the Services. The indemnifying party under this Section 2.24 shall defend the other at the other's request against any such action, liability, claim or demand. The party seeking indemnification under this Section 2.24 must notify the other promptly of written claims or demands for which the indemnifying party is responsible hereunder. The Company and the Customer, as the case may be, shall cooperate fully with the other in the course of such indemnification, and the indemnifying party shall control such defense and the right to litigate, settle, appeal (provided it pays the cost of any required appeal bond), compromise or otherwise deal with any such claim or resulting judgment, provided that such settlement, compromise or other resolution of said claim does not result in any liability to the indemnified party.

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2. RULES AND REGULATIONS (CONT'D)

2.25 Indemnification by Customer

Customer shall defend, indemnify and hold the Company (together with its officers, directors, employees, and agents) harmless from any and all actions, claims, judgments, damages, demands, liabilities, and expenses, including without limitation reasonable attorney's fees, arising from or in connection with:

2.25.1 libel or slander resulting from Subscriber's use of the Services;

2.25.2 any loss, damage, or destruction of any property or any personal injury (including death) not due to the Company's negligence or willful misconduct and caused, directly or indirectly, from the installation, operation, or other use (or failure to use) of the Services or any Company supplied facilities (i) in combination with the services or equipment supplied by the Subscriber or any third party, or (ii) in an explosive or otherwise hazardous environment;

2.25.3 infringement of any patent, copyright, trademark, trade name, service mark or Trade secret arising from: (i) the transmission of any material transmitted (a) By any Subscriber or (b) by any other person using the Services provided to any Subscriber, Subscriber location or Authorization Code; or (ii) from the combination Subscriber's use of Services with CPE or with other Subscriber provided facilities Or services; and

2.25.4 except as otherwise provided by applicable Regulation, any unauthorized, unlawful, or fraudulent use of or access to the Services provided to Subscribers.

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2. RULES AND REGULATIONS (CONT'D)

2.26 Credits and Credit Allowances

- 2.26.1 Credits ("Credit(s)") to the Customer's fixed charges, if any, for Interruptions (other than Scheduled Interruptions or Interruptions caused by Other Providers for which a Credit Allowance is due the Company as described in Section 2.26.2 hereof) which (i) exceed in the aggregate twenty-four (24) hours per month, (ii) are directly caused by the Company, and (iii) are not due to the negligence or willful misconduct of the Subscriber, its employees, subcontractors, agents, or assignees, will be applied to Customer's account with the Company. Such Credits are to be calculated by multiplying the monthly recurring rate (if any) for the affected Service by the ratio that the number of hours the Interruption bears to 720 hours. (For the purpose of this computation, each month is deemed to leave 720 hours.) An Interruption is measured from the time the Company detects, or the Customer notifies the Company of, its occurrence until such time as the Interruption is cured. Each Interruption is to be considered separately for the purposes of this calculation and is be rounded to the nearest hour.
- 2.26.2 In the event of an Interruption caused by Other Providers for which a credit or allowance ("Credit Allowance") becomes due to the Company, the Company shall apply such Credit Allowance to Customer's account, less an administration fee of twenty dollars (\$20.00), subject to the Company's collection of such Credit Allowance from the Underlying Carrier obligated to provide same. In no event will the Company be obligated to credit Customer any amounts in excess of any Credit Allowance allocable to Customer's Interruption(s) which Company receives from the Underlying Carrier. Any other provision of this Section 2.26 notwithstanding, Company will have no obligation to apply any credit to Customer's account for interruptions caused by an Underlying Carrier for which no Credit Allowance is due to the Company.
- 2.26.3 Except as otherwise set forth herein, Customer's sole and exclusive remedy for any and all Performance Failures which consist of or give rise to Interruptions are Credits or Credit Allowances to the extent available under this Section 2.26; for any other Performance Failures or in the event Credits or Credit Allowances are unavailable (due to the fact, for example, that the Customer does not incur any fixed month charges), Customer's sole and exclusive remedy in lieu of said Credits or Credit Allowances will be an immediate right to Terminate Services prior to the expiration of the Service Period.

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2. RULES AND REGULATIONS (CONT'D)

2.27 Local Calling Area

The Company will provide Services from all exchanges of its Underlying Carrier, in conformance with the Company's existing local exchange boundary maps as approved by the Commission.

2.28 Access to Telephone Relay Service

Where required by the Commission, the Company will participate in telephone relay services for handicapped or hearing impaired Customers, and will comply with all regulations and requirement related thereto.

2.29 Compliance

The Company and Customer shall (and Customer shall cause Subscriber to) comply with all Regulations.

2.30 Force Majeure

The Company is excused from any performance failure due to causes beyond its reasonable control, including but not limited to acts of God, fire, floods, other catastrophes, insurrections, national emergencies, wars, strikes, work stoppages or other labor disputes, unavailability of rights-of-way, disconnection or unavailability (through no fault of the Company) of any Underling Carriers' facilities or services, or any Regulation or other directive, action or request of any Governmental Authority.

2.31 Full Force and Effect

Should any provision or portion of this Tariff be held by a court or administrative agency of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions of this Tariff will remain in full force and effect.

2.32 Cooperation

Customer shall cooperate with the Company to the extent necessary for the Company to discharge its obligations hereunder and as reasonably requested by the Company.

2.33 Governing Law

This Tariff is to be governed by and construed in accordance with the rules and orders of the Commission and the laws of the State of Georgia.

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2. RULES AND REGULATIONS (CONT'D)

2.34 Assignment

2.34.1 By Customer

The Customer may not transfer or assign its rights or obligations associated with any Service Order without the Company's prior written consent. The Company will permit a Customer to transfer its Service to another party only upon payment of all Charges due through the date of transfer. Such a transfer will be treated as a discontinuation, followed by an installation of new Services, subject to any applicable installation or other non-recurring Charges.

2.34.2 By Company

The Company may, in accordance with Regulations, assign its rights or delegate its obligations under this Tariff to any affiliate or successor in interest.

2.35 Special Construction

At its option, the Company may provide Customers, upon request, special construction of facilities or Services on an individual case basis ("ICB") at rates other than as set forth herein. Special construction of ICB is construction undertaken:

2.35.1 where facilities are not presently available, and there is no other provision hereunder for the facilities to be constructed;

2.35.2 where facilities other than those which the Company provides are requested by the Customer;

2.35.3 where facilities are requested by the Customer over a route other than that which the Company serves;

2.35.4 when Services are requested in a quantity greater than that which the Company would normally provide to a Customer;

2.35.5 where Services are requested by a Customer on an expedited basis; or

2.35.6 where Services or facilities are requested on a temporary basis until such Services or permanent facilities are available.

The Charges for special construction or ICB (i) are subject to individual negotiation between the Company and the Customer, (ii) will be based upon the Company's actually incurred labor, material and other costs, and (iii) may include without limitation recurring, nonrecurring, and early termination Charges.

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2. RULES AND REGULATIONS (CONT'D)

2.36 Miscellaneous and Recovery Rates and Charges

The Company may adjust its rates, charges, carrier costs or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from, or pay to others, in support of statutory or regulatory programs and network recovery costs. Examples of such programs include, but are not limited to: the Universal Service Fund and the Primary Interexchange Carrier Charge, Fees paid to support government programs such as Telecommunications Relay Service and Local Number Portability, additional indirect costs associated with administering and complying with these types of government programs.

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3 DESCRIPTION OF SERVICES

The Company's Services consist of (i) Prepaid Residential Telecommunications Service, (ii) Optional Service Features, and (iii) Directory Listing Service, (iv) 911 service, (v) Business Service

3.1 Prepaid Residential Telecommunications Service ("Residential Service")

Residential Service is a prepaid, switched, intrastate, telecommunications service which permits Customers to establish communications between two locations within the State of Georgia. Prepaid Service is available only within a Local Calling Area as described in Section 2.27.

3.1.1 Residential Service.

Provides a Customer with a single, voice-grade communications Channel, including a telephone number and a Directory Listing. The Company's Residential Service permits a Customer to: (i) place calls within the Local Calling Area; (ii) access 911 Service if available in the Customer's Local Calling area; (iii) place calls to toll-free "800", "866", "877" and "888" telephone numbers. The Company's Residential Service does not permit a Customer to originate calls to direct dial (1+) or (O+) toll services or to caller paid information services (i.e., 411, 900, 976, 711). Calls to these numbers may be blocked by the Company.

3.1.2 Standard Features

Each Residential Service Customer is provided with only local exchange service.

3.1.3 Optional Features

Residential Service Customers may select from the following optional features, subject to availability from Underlying Carrier and corresponding base Residential package: (i) Call Block; (ii) Call Forwarding; (iii) Call Return; (iv) Call Tracing; (v) Call Waiting; (vi) Call Waiting Deluxe; (vii) Caller ID/Caller ID Deluxe; (viii) Speed Dial; (ix) Three Way Calling; (x) Unpublished Number

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3 DESCRIPTION OF SERVICES (CONT'D)

3.1 Prepaid Residential Telecommunications Service ("Residential Service") (CONT'D)

3.1.4 Rates and Charges

The Company will charge a Residential Services Customer applicable Non-Recurring Charges, monthly Recurring Charges, and Usage Charges as specified in Section 4.4.

3.1.5 Optional Service Features (subject to availability from Underlying Carrier)

3.1.5.A Reserved for future use

(D)

3.1.5.B Reserved for future use

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3.1.5.C Call Block

The Subscriber may block incoming telephone calls from unwanted calls by dialing a two digit code.

3.1.5.D Call Forwarding

The Subscriber may direct incoming calls to the Customer's telephone number to be routed to a Subscriber-defined telephone number.

3.1.5.E Reserved for future use

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3.1.5.F Call Return

The Subscriber may return the last call to the Customer's telephone number by dialing a one or two-digit code.

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3 DESCRIPTION OF SERVICES (CONT'D)

3.1 Prepaid Residential Telecommunications Service ("Residential Service") (CONT'D)

3.1.5 Optional Service Features (CONT'D)

3.1.5.G Call Tracing

This service permits the tracing of the last call received and holds the information for an authorized law enforcement agency. This option is only available when purchasing a service bundle.

3.1.5.H Call Waiting

A tone signals the Subscriber to indicate that another call is waiting. The Subscriber can answer the second call by flashing the switch hook or by hanging up the phone.

3.1.5.I Call Waiting Deluxe

The Subscriber may view on a display unit the telephone number of a incoming telephone call while a current call is in progress.

3.1.5.J Caller ID / Caller ID Deluxe

The Subscriber may view on a display unit the telephone number and name of incoming telephone calls.

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3.1.5.K Reserved for future use

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3.1.5.L Speed Dial

The Subscriber may call pre-selected, pre-programmed telephone numbers by dialing a one or two-digit code. This option is only available when purchasing a service bundle.

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3 DESCRIPTION OF SERVICES (CONT'D)

3.1 Prepaid Residential Telecommunications Service ("Residential Service") (CONT'D)

3.1.5 Optional Service Features (CONT'D)

3.1.5.M Three Way Calling

The Subscriber may sequentially call up to two other Customers' telephone numbers and add the calls together making a three way call.

3.1.5.N Reserved for future use

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3.1.5.O Unpublished Number

The Customer may refuse a listing of its name, street address, and telephone number in the telephone directory published by the dominant exchange service provider in the customer's exchange area.

3.1.5.P Reserved for future use

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3 DESCRIPTION OF SERVICES (CONT'D)

3.2 Directory Listing Service

- 3.2.1 The Company will provide Customer a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number which is designated as the Customer's main billing number, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.
- 3.2.2 The Company may limit the length of any listing in the directory by the use of abbreviations when in its sole discretion, the clearness of the listing or the identification of the Customer is not impaired thereby.
- 3.2.3 The Company may, in its sole discretion, refuse a listing (i) that does not constitute Customer's legally authorized or adopted name, (ii) that contains obscenities in the name, (iii) that is likely to mislead or deceive calling persons as to the identity of the listed party, (iv) that is a contrived name used for advertising purposes or used to secure a preferential position in the directory, or (v) that is more elaborate than reasonably necessary to identify the listed party. The company will notify the Customer prior to withdrawing any listing which is found to be in violation of this subpart.
- 3.2.4 In order for listings to appear in a directory, a Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

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3 DESCRIPTION OF SERVICES (CONT'D)

3.3 911 Emergency Service

- 3.3.1 911 Service permits Customers to reach appropriate emergency services including police, fire and medical services.
- 3.3.2 The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects, or malfunctions in 911 Service.
- 3.3.3 Upon the Company's transmittal of a Customer's 911 Service record, including The Customer's name, address and telephone number, to the appropriate Public Safety Agency, such agency is solely responsible for the accuracy of the Customer's Street name, address, telephone number, appropriate police, fire, ambulance or other agencies' jurisdiction over such address, as well as any and all changes as they occur in the establishment of new streets, the closing or abandonment of existing streets, the modification of municipal or county boundaries, the incorporation of new cities or any other similar matter that may affect the routing of 911 service calls to the proper Public Safety Answering Point.
- 3.3.4 By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent that the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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3 DESCRIPTION OF SERVICES (CONT'D)

3.4 Business Service

Business Service is a prepaid, switched, intrastate, telecommunications service which permits Customers to establish communications between two locations within the State of Georgia. Business Service is available only within a Local Calling Area as described in Section 2.27.

3.4.1 Business Service.

Provides a Customer with a single, voice-grade communications Channel, including a telephone number and a Directory Listing. The Company's Business Service permits a Customer to: (i) place calls within the Local Calling Area; (ii) access 911 Service if available in the Customer's Local Calling area; (iii) place calls to toll-free "800", "866", "877" and "888" telephone numbers. The Company's Business Service does not permit a Customer to originate calls to direct dial (1+) or (O+) toll services or to caller paid information services (i.e., 411, 900, 976, 711). Calls to these numbers may be blocked by the Company.

3.4.2 Standard Features

Each Business Service Customer is provided with only local exchange service.

3.4.3 Optional Features

Business Service Customers may select from the following optional features, subject to availability from Underlying Carrier and corresponding base Residential package: (i) Call Block; (ii) Call Forwarding; (iii) Call Return; (iv) Call Waiting; (v) Caller ID Deluxe; (vi) Three Way Calling; (vii) Unpublished Number; (viii) Repeat Dialing; (ix) Call Selector; (x) Voice Mail; (xi) Maintenance Plan

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3.4.5 Rates and Charges

The Company will charge a Business Services Customer applicable Non-Recurring Charges, monthly Recurring Charges, and Usage Charges as specified in Section 4.5.

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4 RATES

4.1 Return Check Charge

The policy of the Company will be to accept checks on a discretionary basis with a return check charge of twenty-five dollars (\$25).

4.2 Reconnection Fee

A reconnection fee set forth in section 4.4 of this tariff, or the applicable statutory charge for reconnection of Service (if any), whichever is greater, will apply whenever a Subscriber requests to be reconnected to the Services after the Company has terminated the Services to Subscriber for any reason allowed by this Tariff. (T)

4.3 Promotions

The Company may from time to time engage in special promotions of new or existing Service offerings of limited duration designed to attract new customers or to increase existing customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

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4 RATES (CONT'D)

4.4 Rates for Residential Service

4.4.1 Non-Recurring Charges

	AT&T Areas	Windstream Areas
Connection Fee	\$40.00 (R)	\$85.00 (I)
Restoration Fee	\$28.00	\$28.00

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4.4.2 Recurring Charges

	AT&T Areas	Windstream Areas
Basic	\$33.45	\$49.45 (I)
Directory Listing	Included	Included
911 Service	Included	Included
Unlimited Local Calling	Included	Included
Advantage	\$38.45	\$59.45 (I)
Directory Listing	Included	Included
911 Service	Included	Included
Unlimited Local Calling	Included	Included
Caller ID Deluxe	Included	Included
Call Waiting Deluxe	Included	Included
100 Minutes US Domestic LD	Included	Included
Premium	\$43.45	n/a
Directory Listing	Included	
911 Service	Included	
Unlimited Local Calling	Included	
Caller ID Deluxe	Included	
Call Waiting Deluxe	Included	
Call Return	Included	
Three Way Calling	Included	
Call Forwarding	Included	
Call Blocking	Included	
Call Trace	Included	
100 Minutes US Domestic LD	Included	

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4 RATES (CONT'D)

4.4 Rates for Residential Services (CONT'D)

4.4.3 Optional Features

4.4.3.A Non-Recurring Charges

	AT&T Areas	Windstream Areas
Name Change	\$20.00 (I)	\$20.00 (R)
Number Change	\$35.00	\$35.00 (R)
Transfer	\$59.95	\$59.95
Add/Change/Delete Features	\$15.00	\$15.00 (R)
Change Order Fee	\$15.00	\$15.00
Reconnect Line	\$40.00	\$40.00

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4.4.3.B Recurring Charges

	AT&T Areas	Windstream Areas
Call Block	\$10.00	\$10.00
Call Forwarding	\$10.00	\$10.00
Call Return	\$10.00	\$10.00
Call Tracing	\$10.00 (I)	\$10.00
Call Waiting	\$ 8.00	\$ 8.00
Call Waiting Deluxe	\$10.00	\$10.00
Caller ID / Caller ID Deluxe	\$12.00	\$12.00 (N)
Long Distance (Domestic) 250 Min	\$ 5.00	\$ 5.00
Long Distance (Domestic) Unlimited	\$10.00	\$10.00
Speed Dial	\$10.00	\$10.00
Three Way Calling	\$10.00	\$10.00
Unpublished Number	\$7.00	\$7.00
Maintenance Plan	\$7.50	\$7.50

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4 RATES (CONT'D)

4.6 Directory Assistance

The Company does not provide local directory assistance. Access to long distance directory assistance may be obtained by dialing 1+800+555+1212 or 411 for other listings. Subscriber will be billed \$2.99 for each intrastate directory assistance call. The directory assistance charge applied to each call regardless of whether the directory assistance bureau is able to furnish the requested telephone number.

4.7 Rates for Hearing or Speech Impaired

For properly certified hearing or speech impaired Subscribers who communicate via a TDD, the Company will issue upon request a credit for certain intrastate toll charges for call made between TDDs. The credit will appear on the Customer's subsequent bill and will be equal to applying the Evening Rate during business day hours and Night/Weekend Rate during the Evening Rate period. Subscribers using TDDs with assistance of the relay center will receive a credit equal to fifty percent (50%) of the rate for the applicable rate period. If either the Subscriber or the called party indicates that either party is both bearing and visually impaired, the call shall be discounted by twenty-five percent (25%) of the applicable rate. Such credit does not apply to surcharges on per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

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5 LIFELINE

5.1 General

- 5.1.1 The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket No. 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket No. 96-45, which complies with the Telecommunications Act of 1996, and with the FCC's Lifeline Reform Order (FCC 12-11) in WC Docket No. 11-42.
- 5.1.2 Lifeline is supported by the federal universal service support mechanism.
- 5.1.3 Federal support of nine dollars and twenty-five cents (\$9.25) is available for each Lifeline service and is passed through to the subscriber.

5.2 Regulations

- 5.2.1 One low income credit is available per household and is applicable to the primary residential connection only.
- 5.2.2 A Lifeline customer may subscribe to any local service offering available to other residence customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to a multiple line package local service offering.
- 5.2.3 Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local service in accordance with Section 2. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges
- 5.2.4 No deposit requirement is applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
- 5.2.5 The Federal Universal Service Charge will not be billed to Lifeline customers.
- 5.2.6 At no time shall a Lifeline customer's rate go below zero.

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5 LIFELINE, CONT'D

5.3 Eligibility

- 5.3.1 To be eligible for the Lifeline credit, a customer must be a current recipient of any one of the following low income assistance programs:
- A. Temporary Assistance to Needy Families (TANF)
 - B. Supplemental Security Income (SSI)
 - C. Food Stamps (SNAP)
 - D. Medicaid
 - E. Low Income Home Energy Assistance Program (LIHEAP)
 - F. Federal Public Housing Assistance
 - G. National School Lunch Program's Free Lunch Initiative (NSLP)
 - H. Senior citizen low income discount plan offered by the local gas or power company
- 5.3.2 Additionally, a customer is eligible if their total gross annual household income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines.
- 5.3.3 All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

5.4 Certification

- 5.4.1 Proof of eligibility in any of the qualifying low income assistance programs should be provided by the eligible Lifeline subscriber to the Company at the time of application for service, unless the Company has access to an eligibility database with which they can verify applicant's eligibility. Lifeline customers must complete and sign a Lifeline certification form. The Lifeline credit will not be established until the Company has received such signed document. If the Customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
- 5.4.2 The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.

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5 LIFELINE, CONT'D

5.4 Certification (Cont'd)

- 5.4.3 When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation within sixty (60) days, the Lifeline credit will be discontinued.

5.5 Rates & Charges

5.5.1 General

- A. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
- B. Service charges are applicable for installing or changing Lifeline service.
- C. The secondary service charge is not applicable when existing service is converted intact to Lifeline service.

5.5.2 The total Lifeline discount consists of one federal subsidy plus one Company credit:

A.	Federal Subsidy	Monthly
	All programs	\$ 9.25
B.	Company Credit	\$ 3.50

(N)

(N)