

Attention: North Carolina *Home Phone* Service Customers!

In late November, 2019, Global Connection sent letters to its customers in North Carolina (and a number of other states) informing them that the Company is exiting the **wireline¹** telephone market. The appropriate filings were made with the Federal Communications Commission (FCC) and the state telecommunications regulatory agency in each affected state. On January 13, 2020, FCC approval of the discontinuance was received and on January 31, 2020, the North Carolina Utilities Commission issued an order granting its approval of the plan. (A copy of this order is available at the Commission site at <https://www.ncuc.net/> in Docket P-974 Sub 3.)

Global Connection's discontinuance of North Carolina *Home Phone* wireline customers is taking place during the window of February 1 - 29, 2020. Each customer's notice letter identified the specific date on which his or her service would be terminated. These dates were selected to align with the end of each customer's service period.

Following the completion of this process, Global Connection will surrender its authority to provide wireline service in North Carolina; however, the Company will continue to provide wireless services.

Questions?

Global Connection Customer Service representatives are available at **877-331-1059** and will try to assist you with the transition to a new carrier. Numerous other providers continue to operate in your area of North Carolina, including AT&T (f/k/a Bell South), providing wireline, wireless and Voice-over-Internet-Protocol services. The names and telephone numbers of local telephone service companies, which also typically provide long distance service, should be listed in your telephone directory and additional information about alternative providers is available online. Customer service representatives at these companies will help you to select services to most effectively replace your current Global Connection service.

Global will continue to provide wireless services throughout its North Carolina territory. As described in your notice letter, Global Connection offers prepaid wireless service under the brand StandUp Wireless. **As a special offer to our former wireline customers**, you have the option of selecting an Unlimited Talk, Unlimited Text and 1 Gigabyte of Mobile data for Twenty dollars per month. The plan includes long distance calling, voicemail and standard features for a significant discount compared to your current landline service. If you would like to purchase this option as a replacement for your landline service, or have questions please call us at **800-544-4441**.

¹ This discontinuance process solely involves wireline services and will not affect Global Connection's wireless services customers.