

This Illinois Tariff No. 2, issued by Global Connection Inc. of America, cancels and replaces in its entirety, Illinois Tariff No. 1 issued by Global Connection Inc. of America.

TITLE SHEET

ILLINOIS LOCAL EXCHANGE SERVICES TARIFF

OF

GLOBAL CONNECTION INC. OF AMERICA

This tariff, filed with the Illinois Commerce Commission, contains the rates, terms, and conditions applicable to Local Exchange Services within the State of Illinois offered by Global Connection Inc. of America.

ISSUED DATE: November 23, 2009

EFFECTIVE DATE: November 24, 2009

By: Mark D. Gagne, President and CEO
5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
1	Original		26	Original	
2	9 th Revised	*	27	1 st Revised	*
3	Original		28	1 st Revised	*
4	Original		29	Original	
5	Original		30	Original	
6	Original				
7	Original				
8	Original				
9	Original				
10	Original				
11	1 st Revised	*			
12	1 st Revised				
13	Original				
14	Original				
15	Original				
16	Original				
17	Original				
18	Original				
19	Original				
20	Original				
21	4 th Revised	*			
22	1 st Revised	*			
23	4 th Revised	*			
24	Original				
25	Original				

* - indicates those pages included with this filing

ISSUED DATE: November 6, 2015

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By: David Skogen, CEO
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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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TABLE OF CONTENTS

Title Sheet 1

Check Sheet..... 2

Table of Contents..... 4

Symbols..... 5

Application of Tariff..... 6

Tariff Format..... 7

Section 1 - Technical Terms and Abbreviations..... 8

Section 2 - Rules and Regulations 9

Section 3 - Description of Service 26

Section 4 - Rates 27

Section 5 - Special Service Arrangements..... 29

Section 6 - Service Area 30

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SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D – Delete or discontinue.
- I – Change resulting in an increase to a customer's bill.
- M - Moved from another tariff location.
- N - New
- R - Change resulting in a reduction to a customer's bill
- T - Change in text or regulation.

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By: Mark D. Gagne, President and CEO
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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the furnishing of intrastate common carrier communication service by Global Connection Inc. of America within the State of Illinois.

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TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine, the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised sheet 14. Because of various suspension periods, deferrals, etc., the sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence – There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
- 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets – When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet 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 this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the Commission.

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Access Line – An arrangement which connects the customer’s location to a Global Connections switching center or point of presence.

Authorized User – A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Carrier’s service.

Carrier or Company – Whenever used in this tariff, “Carrier,” “Company,” or “Global Connections” refers to Global Connections Inc unless otherwise specified or clearly indicated by the context.

Commission – The Illinois Commerce Commission.

Customer – The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company’s tariff.

GCIA – Used through this tariff to mean Global Connection Inc. of America unless clearly indicated otherwise by the text.

Interexchange Carrier (IXC) or Interexchange Common Carrier: Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in state or foreign communication for hire by wire or radio, between two or more exchanges.

LEC – Local Exchange Company

Local Exchange Services – Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

LDSP – Long Distance Service Provider – The telecommunications company that the customer contracts with to provide long distance service.

Resold Local Exchange Service – A service composed of the resale of exchange access lines and local calling provided by an authorized Local Exchange Carrier and purchased by GCIA.

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SECTION 2 – RULES AND REGULATIONS**2.1 Undertaking of GCIA**

GCIA services offered pursuant to this tariff are furnished for interexchange facilities-based telecommunications services, resold local and interexchange telecommunications services and local facilities-based telecommunications services within Local Calling Areas in Illinois. GCIA will provide these services as a reseller or on a UNE-P basis.

The Company's services are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.
- 2.2.2 GCIA reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.4 The local exchange telephone service provided under this tariff are directly controlled by GCIA, and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service.
- 2.2.5 Prior permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

- 2.4.1 GCIA's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the customer for the period during which the faults in transmission occur.
- 2.4.2 GCIA shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than GCIA, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond GCIA's direct control.
- 2.4.3 GCIA shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by GCIA under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by GCIA, if not directly caused by negligence of GCIA.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of GCIA.
- 2.4.5 GCIA shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service, which is not the direct result of GCIA's negligence.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.5 Deposits**

The Company does not require a deposit from the Customer.

2.6 Payment for Service

2.6.1 The customer is responsible for all charges for services and equipment furnished to the Customer or to an authorized user of the Customer by the Company. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent. Terms of payment shall be according to the rules and regulations of the billing agent and subject to the rules of regulatory agencies, including the Commission.

2.6.2 Customers pay an activation fee specified in Section 4.1 of this tariff and receive a term of 30 days of service for the first month. Each month after the initial start-up the customer will be pre-billed for 30 calendar days per month. The customer's bill will be created the day following the connection date (CN) at which time the billing cycle is established. The Company offers a pre-paid service that requires customers to pay prior to the service period. Each month the customer will be billed 20 calendar days before the due date for the following month's service. For the customer to remain in a pre-paid status the due date for the pre-payment is scheduled 5 calendar days prior to the service end date. 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. If payment is not received by the service end date, the customer must pay a late payment fee in addition to the past due balance.

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2.6.3 If service is suspended and the customer restores service, the customer is required to pay a restoration fee and any remaining balance. Refer to section 4.1 for appropriate fee charges.

2.6.4 If service is disconnected and the customer reinstates service, the customer is required to pay a reconnection fee and any remaining balance. Refer to section 4.1 for appropriate fee charges.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.7 Taxes

All state and local taxes (including, but not limited to franchise fees, excise tax, sales tax, municipal utilities tax, and FCC charges) are included in the quoted rates rather than identified as separate line items.

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2.8 Terminal Equipment

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer provided communications systems, such as a PBX, key systems or Pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.9 Installation and Termination

Service is installed upon mutual agreement between the Customer and the Company. The agreement will determine terms and conditions of installation, termination of service, and conditions of installation, any applicable sales commission structure, and sales commission payment schedule. The service agreement does not alter rates specified in this tariff.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.10 Other Rules

- 2.10.1 GCIA reserves the right to refuse to process Credit Card or Calling Card billed calls when authorization for use of the card cannot be validated.
- 2.10.2 GCIA reserves the right to discontinue service, limit service, or to impose requirements on Subscribers as required to meet changing regulatory rules and standards of the Illinois Commerce Commission.

2.11 Cancellation by the Customer

When a customer desires to have his service terminated, he must notify GCIA, either orally or in writing.

2.12 Interconnections

Service furnished by GCIA may be connected with the services or facilities of other carriers or enhanced service providers. The customer is responsible for all charges billed by these entities for use in connection with GCIA's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the customer. Neither the Company nor any interconnections carrier participation in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.13 Refusal or Discontinuance by Company**

GCIA may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given 15 days written notice to comply with any rule or remedy any deficiency:

- (a) For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- (b) For use of telephone service for any other property or purpose than that described in the application.
- (c) For neglect or refusal to provide reasonable access to GCIA or its agents for the purpose of inspection and maintenance of equipment owned by GCIA and its agents.
- (d) For noncompliance with or violation of Commission regulations or GCIA's rules and regulations on file with the Commission, provided five days' written notice is given before termination.
- (e) For nonpayment of bills, provided that suspension or termination of service shall not be made without prior notice to the customer.
- (f) Without notice in the event of the Customer or authorized user use of the service in such a manner as to adversely affect GCIA's provision of service to others.
- (g) Without notice in the event of tampering with the services provided by GCIA or its agents.
- (h) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, GCIA may before restoring service, require the customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- (i) Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits GCIA or its Carrier from furnishing such services.
- (j) For extended periods of inactivity.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.14 Interruption of Service**

Credit allowances for interruptions of services which are to due to the negligence of the Customer, or to the failure of equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify GCIA immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, the Customer shall ascertain that the trouble was not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to GCIA's service. Interruptions caused by the Customer-provided equipment are not deemed an interruption of service as defined herein.

2.15 Restoration of Service

The use and restoration of service shall be in accordance with the rules and regulations of the Illinois Commerce Commission.

2.16 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees, installation fees, or local service fees for winners of contests and other occasional promotional events sponsored or endorsed by the company, provided the promotions are approved by the Commission.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.17 Inspection, Testing, and Adjustment**

Upon reasonable notice, the service provided by the Carrier shall be made available to the Carrier for tests and adjustments as may be deemed necessary by the Carrier for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due GCIA including legal and accounting expenses. The Customer is also responsible for recovery costs of GCIA-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.19 Late Fee

A late fee of 1.5% monthly will be charged on any past due balances beginning 30 days from the mailing date of the bill.

2.20 Return Check Charges

The Company's return check charge is consistent with applicable state law.

2.21 Reconnection Charge

A reconnection fee per occurrence, per line is charged when service is re-established for residential customers who have been disconnected for non-payment. Refer to section 4.1 for appropriate fee charges.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.22 Access to Telephone Relay Services**

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all applicable regulations and requirements as specified by the Illinois Commerce Commission. GCIA may impose a monthly surcharge or any other applicable related charge upon its local service subscribers as may be allowed by state law.

2.23 Access to Carrier of Choice

End users of the Company's local service shall have the right to select the long distance service provider of their choice. Long distance service may be provided to the Customer on a resale basis through GCIA or directly through the LDSP. If service is provided directly through the LDSP, the LDSP should request confirmation/verification of choice from its customers no later than the date of submission of its first bill to the customer. The LDSP should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.24 Directory listings

- 2.24.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier in their area.
- 2.24.2 The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to use of telephone service.
- 2.24.3 In accepting listings as requested by subscribers, the Company will not be a party to controversies between subscribers and directory publishers as a result of the publication of such listings in the directories.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.25 911 Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.

Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.26 Customer Credit for Installation**

- 2.26.1 Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.
- 2.26.2 If the Company fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present, the Company shall credit the customer \$50 per missed appointment. A credit does not apply when the Company provides the customer with 24-hour notice of its inability to keep the appointment. The 24-hour notice period shall be construed to mean 24 hours notice by the end of each 4 hour window the day before the scheduled appointment.
- 2.26.3 Credits - New Service Installation Delays
- 2.26.3.A The Company shall install basic local exchange service within 5 business days after receipt of an order from the customer unless the customer requests an installation dated that is beyond 5 business days after placing the order for basic service. (If the Company offers basic local exchange service utilizing the network of network elements of another carrier shall install new lines for basic local exchange service within 3 business days after provisioning has been completed by the other carrier.)
- 2.26.3.B If the Company fails to install basic local service within five (5) business days. The Company will waive 50% of any installation charges.
- 2.26.3.C If the Company fails to install service within ten (10) business days after the service application is placed, or fails to install service within 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, the Company shall waive 100% of the installation charge, or in the absences of an installation charge, the Company shall provide a credit of \$50.
- 2.26.3.D For each day that the failure to install service continues beyond the initial ten (10) business days, or beyond five (5) business days after the customer's requested installation date, whichever is greater, the Company will either provide alternative telephone service or an additional credit of \$20 per day, at the Customer's option until service has been installed.

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.26 Customer Credit for Installation, cont.

2.26.3 Credits - New Service Installation Delays, cont.

2.26.3.E The customer shall be notified that he/she may choose alternative telephone service or an additional credit of \$20 per day when installation is delayed continues beyond the initial 10 business days, or beyond 5 business days after the customer's requested installation date, if the requested date was more than 5 business days after the date of the order, so the customer can exercise his/her option. In the absence of an election by the customer, the customer shall receive \$20 per day.

2.26.3.F If installation of service is requested on or by a date more than 5 business days in the future, the Company shall install service by the date requested.

2.27 Customer Complaints

Customers can reach the Company's Customer Service department by dialing 1.877.511.3009 toll free. The Company will resolve any disputes properly brought to its attention in an expeditious and reasonable manner.

The company shall direct its personnel engaged in personal contact with the applicant, customer, or user seeking dispute resolution to inform the customer of their right to have the problem considered and acted upon by supervisory personnel of the company where any dispute cannot be resolved. The company shall further direct such supervisory personnel to inform such customer who expresses nonacceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Commission and shall furnish them with the telephone number and address of the Consumer Services Division of the Illinois Commerce Commission as follows:

Illinois Commerce Commission
Consumer Services Division
527 East Capitol Avenue
Springfield, Illinois 62701
Phone: 800-524-0795

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SECTION 2 – RULES AND REGULATIONS, CONT.

2.30 Telephone Assistance Programs

2.30.1 Reserved for Future Use

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2.30.2 Reserved for Future Use

SECTION 2 – RULES AND REGULATIONS, CONT.

2.30 Telephone Assistance Programs, cont.

2.30.3 Lifeline Assistance

2.30.3.A The Lifeline Program is a federally funded program established to provide monthly assistance to low income households. Eligible subscribers may receive a discount on monthly local exchange access service in accordance with Ill. Admin. Code Part 757.

2.30.3.B To qualify for Lifeline assistance, the applicant must participate in any of the following assistance programs. The Illinois Department of Human Services will certify the applicant's participation in assistance programs (1) and (2), below for purposes of eligibility.

- (1) Medicaid
- (2) Food Stamps
- (3) Supplemental Security Income (SSI)
- (4) Federal Housing Assistance
- (5) Low-Income Home Energy Assistance (LIHEAP)
- (6) National School Lunch Program's free lunch program
- (7) Temporary Assistance to Needy Families (TANF)

2.30.3.C Lifeline service shall not be disconnected for nonpayment of toll charges.

2.30.3.D Toll limitation will be offered without charge to all qualifying low-income consumers when subscribing to Lifeline service. The qualifying low-income subscriber who voluntarily elects toll blocking where available, will not be required to pay a service deposit in order to initiate Lifeline service. If toll blocking is unavailable, the carrier may charge a service deposit.

2.30.3.E Qualifying Lifeline customers will not be charged a monthly number-portability charge.

2.30.4 Supplemental Lifeline Assistance

Note: This discount amount is subject to change each July and the Company will contact the ICC or look on the ICC website to determine the correct updated information.

The supplemental Lifeline Program is funded through voluntary contributions from Illinois customers as described in paragraph 2.30.5 following. An additional discount will be applied to each eligible subscriber as defined in 2.30.1.B proceeding.

SECTION 2 – RULES AND REGULATIONS, CONT.**2.30 Telephone Assistance Programs, cont.**

2.30.5 Voluntary Contributions

2.30.5.A Customers wishing to participate in funding the Universal Telephone Service Assistance Program (UTSAP), Supplemental Life Assistance, may do so by electing to contribute, on a monthly basis, a fixed amount to be included by the Company on the customer's telephone bill. The voluntary contribution shall not reduce the customer's telephone bill. The voluntary contribution shall not reduce the customer's total monthly bill amount due to the Company for telephone services or other charges.

2.30.5.A.1 Residential customers may elect to contribute:

- (a) \$0.50
- (b) \$1.00
- (c) \$2.00
- (d) \$5.00

2.30.5.A.2 Business customers may elect to contribute:

- (a) \$1.00
- (b) \$5.00
- (c) \$10.00
- (d) \$25.00

2.30.5.B Customers may elect to discontinue or change the amount of monthly contribution on their bill at any time upon providing at least 30 days notice to the Company.

2.30.5.C Failure by the customer in any month to remit the entire billed amount shall reduce the UTSAP contribution accordingly.

2.30.5.D One time or periodic contributions may be made directly to UTSAP.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.31 Digital Divide Elimination Fund Program**

Digital Divide Elimination Fund Program is created as a special fund in the State Treasury to foster elimination of the Digital Divide. All monies in the Fund will be collected by the Company and reported to the Department of Commerce and Community Affairs, who will issue grants to the various communities based upon their needs.

- 2.31.1 Customers wishing to participate in the funding of the Program may do so by electing to contribute, on a monthly basis, a fixed amount to be included on the customer's monthly bill. This contribution shall not reduce the customer's total amount due for telecommunications services or other charges appearing on the bill.
- 2.31.2 This contribution will be a line item on the bill and identified as the Digital Divide Fund.
- 2.31.3 Customers may elect to contribute \$.50, \$1, \$2, \$5, \$10, \$15 or \$25 per month per line.
- 2.31.4 Customers may elect to discontinue or change the amount of the monthly contribution on their bill at any time upon providing at least 30 days notice by telephone or mail to the Company.
- 2.31.5 Failure by the customer in any month to remit the entire billed amount may reduce the contribution accordingly.

ISSUED DATE: November 23, 2009

EFFECTIVE DATE: November 24, 2009

By: Mark D. Gagne, President and CEO
5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093

SECTION 3 – DESCRIPTION OF SERVICE

3.1 Product Descriptions

3.1.1 General

GCIA will resell some or all of the LEC's available features and services to eligible residential and business customers.

ISSUED DATE: November 23, 2009

EFFECTIVE DATE: November 24, 2009

By: Mark D. Gagne, President and CEO
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(I) SECTION 4 –RATES

4.1 Global Connection Rates

4.1.1 Local Exchange Service

(M) GCIA offers local exchange service on a pre-paid, flat rate only.

4.1.2 Installation Charges

	AT&T Areas	Frontier/Citizens Areas
Connection Fee ¹	\$40.00	\$85.00
Restoration Fee	\$28.00	\$28.00
Name Change	\$20.00	\$20.00
Number Change	\$35.00	\$35.00
Transfer	\$59.95	\$59.95
Upgrade/Downgrade	\$15.00	\$15.00
Reconnect Line	\$40.00	\$40.00
Change Order Fee (T)	\$15.00	\$15.00

4.1.3 Service Rates

	AT&T Areas	Frontier/Citizens Areas
Monthly Residential Service		
Basic	\$33.45 (R)	\$49.45 (R)
Advantage (includes caller ID plus Call Waiting; also includes 100 minutes LD)	\$38.45 (R)	\$59.45 (N)
Premium (includes 7 calling features and 100 minutes LD)	\$43.45 (R)	N/A
Directory Assistance, per call	\$2.99	\$2.99
Directory/Operator Assistance Block	\$5.00	\$5.00

¹ The Connection Fee may be collected over a 12 month payment plan. The Company may discount or waive the Connection Fee for Lifeline customers.

By: David Skogen, CEO
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SECTION 4 – RATES, CONT.**4.1 Global Connection Rates, cont.****4.1.4 Optional Services****(D, N)**

	AT&T Areas	Frontier/Citizens Areas
(D, N) Call Waiting	\$8.00	\$8.00
(D, N) Call Waiting Deluxe	\$10.00	\$10.00
(D) Call Forwarding	\$10.00	\$10.00
(D) Three Way Calling	\$10.00	\$10.00
(D) Speed Dial	\$10.00	\$10.00
(D) Call Return	\$10.00	\$10.00
(D) Caller ID	\$12.00	\$12.00
(D) Caller ID Deluxe	\$12.00	\$12.00
(D) Call Block	\$10.00	\$10.00
(D) Call Tracing	\$10.00	\$10.00
(D) Maintenance Plan	\$7.50	\$7.50
(D) Unpublished Number*	\$7.00	\$7.00
(D) LD 250 min (domestic)	\$5.00	\$5.00
(D) LD unlimited (domestic)	\$10.00	\$10.00

*Requires Change Order fee

ISSUED DATE: November 6, 2015

EFFECTIVE DATE: November 13, 2015

By: David Skogen, CEO
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Norcross, GA 30093

SECTION 5 – SPECIAL SERVICE ARRANGEMENTS

5.1 Individual Case Basis Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a customer or prospective customer to develop a competitive bid for service not generally available under this tariff. Individual case basis (ICB) rates will be offered to the customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Commission for approval.

ISSUED DATE: November 23, 2009

EFFECTIVE DATE: November 24, 2009

By: Mark D. Gagne, President and CEO
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SECTION 6 – SERVICE AREA

6.1 Service Area

GCIA will serve all areas of Illinois that are serviced by an Incumbent Local Exchange Service Provider for which GCIA has a resale agreement.

ISSUED DATE: November 23, 2009

EFFECTIVE DATE: November 24, 2009

By: Mark D. Gagne, President and CEO
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