

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

TITLE SHEET**GLOBAL CONNECTION INC. OF AMERICA**

This contains the descriptions, regulations, and rates applicable to the furnishing of services and facilities for alternative local exchange telecommunications services provided by Global Connection Inc. of America, with principal offices at 5555 Oakbrook Parkway, Suite 620, Norcross, GA 30093. This tariff applies for services furnished within the State of Tennessee. This is on file with the Tennessee Regulatory Authority, and copies may be inspected, during normal business hours, at the Company's principal place of business.

ISSUED DATE: August 27, 2015

EFFECTIVE DATE: September 17, 2015

By: Dave Skogen, CEO
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CHECK SHEET

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>Sheet</u>	<u>Revision Level</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
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9	Original
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When a tariff filing is made with the TRA, an updated Check Sheet accompanies the tariff filing.

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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 But No Change In Rate Or Charge

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SHEET NUMBERING AND REVISION LEVELS

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. 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 sheet. These numbers are used to determine, the most current sheet version on file with the FPSC. 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 sheet 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).

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

Access Line – An arrangement that connects the Customer’s location to a company’s switching center or point of presence.

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

Company – Global Connection Inc. of America (“Global”)

Commission – The Tennessee Regulatory Authority

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

ILEC – Incumbent Local Exchange Carrier

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

Resold Local Exchange Service – A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers.

TRA – Tennessee Regulatory Authority.

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

The Company's services are provided on a prepaid 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 ILEC facilities and equipment, and subject to the provisions of this tariff.
- 2.2.2 Global 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 local service offerings provided under this tariff are controlled by Global, and the Customer may not transfer or assign the use of service without the express consent of Global.
- 2.2.4 Prior permission from Global 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.

2.3 Use

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

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.4 Liabilities of the Company**

- 2.4.1 Global's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service, 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 Global 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 provided under this tariff, if caused by any person or entity other than Global, 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 cause beyond Global's direct control.
- 2.4.3 Global shall not be liable for, and shall be fully indemnified and held harmless by a 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 the Company 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 the Company or its underlying ILEC, if not directly caused by negligence of the Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an Agent or employee of the Company.
- 2.4.5 Global 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 the Company's negligence.

2.5 Deposits

The Company does not require a deposit from the Customer.

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SECTION 2 – RULES AND REGULATIONS, CONT.**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 Global. All charges due by the Customer are payable to Global or to Global'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 as specified in Section 4 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. Global 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.
- 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 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 for appropriate fee charges.

2.7 Taxes

All state and local taxes including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax, 911 assessments and FCC charges are listed as separate line items and are not included in the quoted rates. 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.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.8 Terminal Equipment**

The Company's service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key system or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at their 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.

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 and for termination of service. The service agreement does not alter rates specified in this tariff.

2.9.1 Quality of Service

As a reseller and UNE platform provider, the quality of service provided to the Global end users would be equal to that received from the Company's underlying carrier.

2.10 Other Rules

2.10.1 The Company reserves the right to refuse to process Credit Card payments when authorization for use of the card is rejected or cannot be validated.

2.10.2 The Company 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 Tennessee Regulatory Authority.

2.11 Cancellation by the Customer

When a Customer desires to have his/her service terminated, he/she must notify Global either orally or in writing.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.12 Interconnections**

Service furnished by Global 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 Global's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. The Company shall not be liable for any act or omission of any other company furnishing a portion of such service.

2.13 Refusal or Discontinuance by Company

Global mails the Customer a statement between 10-18 days prior to the due date. The due date is clearly indicated on the statement. The statement also includes a Notice to the Customer that service may be disconnected 5 days after the due date if payment is not made in full. Global reserves the right to suspend customers rather than disconnect customers, depending upon the circumstances. Global may suspend, refuse or discontinue service under the following conditions:

- (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 Global or its agents for the purpose of inspection of service or maintenance of equipment that may be owned by Global and its Agents.
- (d) For noncompliance with or violation of Commission regulation or Global's rules and regulations on file with the Commission.
- (e) For nonpayment of bills.
- (f) If the Customer or an authorized user of the service used the service in such a manner as to adversely affect Global's service to others.
- (g) In the event of unauthorized or fraudulent use of service.
- (h) Without notice by reason of any order or decision of a court or other government authority having jurisdiction that prohibits Global or its underlying ILEC from furnishing such services.

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

Credit allowances will not be made for interruptions of services that are due to the Company's underlying ILEC's testing or adjusting, due to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer. It shall be the obligation of the Customer to notify Global immediately of any interruption in service for which a credit allowance is being requested.

Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by the Customer and connected to Global's underlying ILEC's terminal.

2.15 Restoration of Service

The restoration of previously denied or disconnected service shall be in accordance with the provisions of this document.

2.16 Tests, Pilots Programs, Promotional Campaigns and Contests

Global may conduct 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 or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the company. From time to time, the Company may waive all processing fees for a Customer for the purposes of customer goodwill.

2.17 Cost of Collection and Repair

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

2.17.2 The Customer is responsible for arranging for repair and payment for repair for any service outages that are on the Customer's premise or any other such repair if the outage was not directly caused by Global.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.18 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.

2.19 Return Check Charges

The Customer will be charged \$25.00 whenever a check or draft presented for payment of service is dishonored by the institution upon which it is drawn.

2.20 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 regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local telephone service subscribers, as may be required by state law.

2.21 Access to Carrier of Choice

Global's local service subscribers shall have the right to select the long distance service provider of their choice. The LDSP service provider should request confirmation and verifications of choice from its Customers no later than the date of submission of its first bill to the Customer. The LDSP service provider should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.22 Directory Listings

2.22.1 The Company does not publish a directory of subscriber listings however; the Customer's main billing number will be placed in the directory or directories of the dominant local exchange carrier.

2.22.2 Reference 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.

2.22.3 In accepting listings as requested by subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in the directories.

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SECTION 2 – RULES AND REGULATIONS, CONT.**2.23 911 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.

2.24 Directory Assistance

The Company does not provide local directory assistance. Access to directory assistance may be obtained by dialing 1+800+555+1212 or 411 for other listings. The directory assistance charge will be applied to each call regardless of whether the directory assistance bureau is able to furnish the numbers if requested.

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

2.26 Rates for Hearing or Speech Impaired

For properly certified hearing or speech impaired Users who communicate via a TDD, the Company will issue upon request a credit for certain intrastate toll charges for calls made between TDDs. Users using TDDs with the assistance of the relay center will receive a credit on their subsequent bill equal to fifty percent (50%) of the rate for the applicable rate period. If either the User or the called party indicates that either party is both hearing and visually impaired, the call shall be discounted by an additional 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.

2.27 Telecommunications Relay Service (TRS)

The Tennessee Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the state of Tennessee. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a text telephone and individuals with normal hearing and speech.

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SECTION 3 – DESCRIPTION OF SERVICE**3.1 Service Area**

Global will resell all of the underlying carrier's available features and services for residential Customers that are eligible for resale.

3.2 Local Exchange Service

Global offers to residential Customers flat rate, unlimited Global local service with access to 911, operator services, toll free numbers and relay services.

3.2.1 The Company's local telephone Service provides a Customer with the ability to:

- place or receive call to any calling station in the local exchange calling area
- access basic 911 Emergency Service
- access the interchange carrier selected by the Customer for long distance calling
- place or receive calls to toll telephone free numbers

3.2.2 The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services. The Company blocks these calls.

3.3 Maintenance Plan

Global offers a maintenance plan to the Customers that would cover local service outages that require repairs to the Customer's inside wiring. The plan does not include any repairs to deliberately caused outages on the Customer's premise.

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SECTION 4 – RATES**4.1 Rates - Residential****4.1.1 Local Exchange Service**

Global offers local exchange service on a monthly pre-paid basis as follows:

4.1.2 Installation Charges

	AT&T Areas	CenturyTel Areas	Frontier Areas
Activation Fee*	\$40.00	\$85.00	\$85.00
Restoration Fee	\$28.00	\$28.00	\$28.00
Name Change	\$20.00	\$20.00	\$20.00
Number Change	\$35.00	\$35.00	\$35.00
Transfer	\$59.95	\$59.95	\$59.95
Add/Change/Delete Features	\$15.00	\$15.00	\$15.00
Reconnect Line	\$40.00	\$40.00	\$40.00
Change Order Fee	\$15.00	\$15.00	\$15.00

4.1.3 Service Rates

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

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

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SECTION 4 – RATES, CONT.**4.1 Rates - Residential, cont.****4.1.4 Optional Services**

	AT&T Areas	CenturyTel Areas	Frontier Areas
Call Waiting	\$8.00	\$8.00	\$8.00
Call Waiting Deluxe	\$10.00	\$10.00	\$10.00
Call Forwarding	\$10.00	\$10.00	\$10.00
Three Way Calling	\$10.00	\$10.00	\$10.00
Speed Dial	\$10.00	\$10.00	\$10.00
Call Return	\$10.00	\$10.00	\$10.00
Caller ID/ Caller ID Deluxe	\$12.00	\$12.00	\$12.00
Call Block	\$10.00	\$10.00	\$10.00
Call Tracing	\$10.00	\$5.00	\$5.00
LD 250 minutes	\$5.00	\$5.00	\$5.00
LD unlimited minutes	\$10.00	\$10.00	\$10.00
Unpublished Number*	\$7.00	\$7.00	\$7.00
Maintenance Plan	\$7.50	N/A	\$3.00

*Requires Change Order Fee

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SECTION 4 – RATES, CONT.**4.2 Rates - Business****4.2.1 Local Exchange Service**

Global offers local exchange service on a monthly pre-paid basis (AT&T areas only) as follows:

4.2.2 Installation Charges

Connection Fee	\$109.99
Restoration Fee	\$28.00
Reconnect Line	\$50.00

4.2.3 Service Rates

Basic UNE Service	\$89.99
Directory Assistance, per call	\$2.99

4.2.4 Optional Services

Caller ID Deluxe	\$15.00
Call Waiting	\$10.00
Call Return	\$10.00
Call Forwarding	\$10.00
3 Way Calling	\$10.00
Call Block	\$10.00
Repeat Dialing	\$10.00
Call Selector	\$10.00
Unpublished Number	\$ 7.00
Voice Mail	\$12.00
Maintenance Plan	\$10.00

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SECTION 4 – RATES, CONT.**4.3 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 rates will be offered to the Customer in writing and on a non-discriminatory basis.

4.4 Service Area

Global will serve all areas of Tennessee that are serviced by an Incumbent Local Exchange Service provider for which Global has a resale or comprehensive agreement that includes an unbundled network elements platform.

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SECTION 5 – BILLING CONTENTS

5.1 Billing Contents

The Company's customer bill contains the following information:

- Name and address of the Company
- Global's Service/Inquiry toll-free number
- Name and Address of the Customer
- Bill Date
- Due Date
- All Account Numbers
- Invoice Number
- Detail of Charges
- Summary of Charges

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SECTION 6 – LIFELINE**6.1 Lifeline Program****6.1.1 General**

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. Specific terms and conditions are as prescribed by the Tennessee Regulatory Authority and are as set forth in this tariff.
2. Lifeline is supported by the federal universal service support mechanism.
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.

6.1.2 Regulations

1. One low income credit is available per household and is applicable to the primary residential connection only. The named subscriber must be a current recipient of any of the low income assistance programs identified in section 6.1.3 following.
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.
3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
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.

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SECTION 6 – LIFELINE, CONT.**6.1 Lifeline Program, cont.****6.1.2 Regulations, cont.**

5. The Federal Universal Service Charge will not be billed to Lifeline customers.
6. 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.
7. At no time shall a Lifeline customer's rate go below zero.

6.1.3 Eligibility

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), previously known as AFDC
 - (b) Supplemental Security Income (SSI)
 - (c) Food Stamps
 - (d) Medicaid
 - (e) Low Income Home Energy Assistance Program (LIHEAP)
 - (f) Federal Public Housing Assistance
 - (g) National School Lunch Program's Free Lunch Program (NSLP)
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 income guidelines.
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

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SECTION 6 – LIFELINE, CONT.**6.1 Lifeline Program, cont.****6.1.4 Certification**

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.
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.
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.

6.1.5 Credits

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.
2. The total Lifeline credit consists of one federal subsidy plus an additional Company credit, provided monthly.

(a) Federal Lifeline Subsidy	<u>Monthly</u>
(1) One per household	\$ 9.25
(b) Company Credit	\$ 3.50

ISSUED DATE: August 27, 2015

EFFECTIVE DATE: September 17, 2015

By: Dave Skogen, CEO
5555 Oakbrook Parkway, Suite 620
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