

**TITLE SHEET**

**FLORIDA LOCAL EXCHANGE SERVICES SHEET**

**OF**

**GLOBAL CONNECTION, INC OF AMERICA**

This price list, filed with the  
Florida Public Service Commission,  
Contains the rates, terms, and conditions applicable to Local Exchange  
Services within the State of Florida offered by Global Connection, Inc of  
America

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Issued: 1/18/2001

Issued by: SAM ABDALLAH, President  
3957 Pleasantdale Road  
Atlanta, GA 30340

Effective:

**JUN 28 2001**

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**Check Sheet**

Sheets 1 through 28, inclusive of price list are effective as the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original price list 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	1 <sup>st</sup> Revised*
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	1 <sup>st</sup> Revised*
12	1 <sup>st</sup> Revised*
13	Original
14	Original
15	Original
16	Original
17	Original
18	1 <sup>st</sup> Revised*
19	Original
20	1 <sup>st</sup> Revised*
20.1	Original*
20.2	Original*
21	Original
22	Original*
23	Original*
24	Original*
25	Original*
26	Original*
27	Original*
28	Original*

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

**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

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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 price list locations.

N - New

R - Change resulting in a reduction to a customer's bill

T - Change in text or regulation.

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## APPLICATION OF PRICE LIST

This price list 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 Florida.

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## PRICE LIST FORMAT

- 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 price list. 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 MPSC. For example, the 4<sup>th</sup> revised Sheet 14 cancels the 3<sup>rd</sup> revised sheet 14. Because of various suspension periods, deferrals, etc. the sheet number on file with the Commission is not always the price list 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).
- D. Check Sheets – When a price list filing is made with the FPSC, an updated Check Sheet accompanies the price list filing. The Check Sheet lists the sheets contained in the price list, with a cross-reference to the current revision number. When new sheets 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 sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.) The price list user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the FPSC.

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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 price list, “Carrier,” “Company,” or “Global Connections” refers to Global Connections Inc unless otherwise specified or clearly indicated by the context.

**Commission** – The Florida Public Service 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 price list.

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

**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.

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

**FPSC** – Florida Public Service Commission.

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## SECTION 2 – RULES AND REGULATIONS

### 2.1 Undertaking of GCIA

GCIA services offered pursuant to this Price list are furnished for Local Exchange Service among specified points with a Local Calling Area.

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 price list.

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 price list, 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 All facilities provided under this price list 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 or facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this price list shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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**2.3 Use**

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

**2.4 Liabilities of the Company**

2.4.1 GCIA 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 The Company 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 price list, if caused by any person or entity other than the Company, 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 the Company's direct control.

2.4.3 The Company 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 copy-right 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

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

**2.4 Liabilities of Company, cont.**

By the Company under this price list; 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, 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 The Company 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.

**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 of \$20.00 and receive a term of 25 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. The customer's bill is generated and mailed 18 calendar days before the pre-pay due date. 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 by the due date, the customer will receive a mailed statement including disconnect notice. Additional attempts to contact the customer by phone are scheduled prior to the service disconnect date. Customers who do not make payment are processed for disconnect on the 11<sup>th</sup> day following the due date. 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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**SECTION 2 – RULES AND REGULATIONS, CONT.****2.6 Payment of Service, cont.**

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. (T)  
(T)

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. (T)  
(T)

**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 listed as separate line items and are not included in the quoted rates.

**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 price list.

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

**2.9.1 Quality of Service**

As a reseller, the quality of service provided to the company's end users will be equal to that received from the company's underlying carrier.

**2.10 Other Rules**

2.10.1 Company 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 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 Florida Public Service Commission.

**2.11 Cancellation by the Customer**

When a customer desires to have his service terminated, he must notify Global Connections, 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 Connections 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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**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 regulation 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 fifteen days written notice to the customer.
- (f) Without notice in the event of customer or authorized user use of equipment in such a manner as to adversely affect GCIA's equipment or service to others.
- (g) Without notice in the event of tampering with the equipment or services owned 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

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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 Carrier from furnishing such services.
- (j) For extended periods of inactivity.

#### **2.14 Interruption of Service, cont.**

Credit allowances for interruptions of services which are to due to the Carrier's testing or adjusting, to the negligence of the Customer, or to the failure of channels, 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 Carrier immediately of any interruption in service for which a credit allowance is desired by customer. 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 Customer and connected to Carrier's terminal. Interruptions caused by Customer-provided or Carrier-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of the long distance network via local exchange company access.

#### **2.15 Restoration of Service**

The use and restoration of service shall be in accordance with the rules and regulations of the Florida Public Service 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 or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the company, provided the promotions are approved by the Commission. From time to time, the Company may waive all processing fees for a Customer.

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

**2.18 Inspection, Testing, and Adjustment**

Upon reasonable notice, the facilities 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.

**2.19 Cost of Collection and Repair**

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

**2.20 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.

**2.21 Return Check Charges**

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

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

**2.23 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 exchange telecommunications subscribers as may be required by state law.

**2.23.1 Telecommunications Relay Service**

For calls received from the relay service, the company will when billing relay calls by 50 percent off the otherwise applicable rate for a voice non-relay call except that where either the calling or the called party indicated that either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off the otherwise applicable rate for a voice non-relay call.

**2.24 Access to Carrier of Choice**

End users of the Company’s local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmation/verifications of choice from its customers no later than the date of submission of its first bill to the customer. Ics should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

**2.25 Directory listings**

2.25.1 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.

2.25.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are

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intended solely for the purpose of identifying subscriber's telephone number and as an aid to use of telephone service.

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

**2.26 911 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 3 – DESCRIPTION OF SERVICE**

**3.1 Service Area**

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

**3.2 Local Exchange Service**

GCIA offers to residential customers, flat rate, unlimited prepaid basic local service with access to 911, operator services, and relay services.

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**SECTION 4 – RATES**

**4.1 Global Connections Rates**

**4.1.1 Local Exchange Service**

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

**4.1.2 Installation Charges**

	<b>AT&amp;T Areas</b>	<b>Verizon Areas</b>	<b>Embarq Areas</b>	<b>Windstream Areas</b>	
Connection Fee	\$79.95 (I)	\$94.99	\$84.99	\$124.95	(N)
Name Change	\$15.00	\$30.00	\$30.00	\$40.00	(N)
Number Change	\$35.00	\$35.00	\$35.00	\$40.00	
Transfer	\$30.00	\$30.00	\$30.00	\$40.00	
Upgrade/Downgrade	\$15.00	\$30.00	\$30.00	\$30.00	
Reconnect Line	\$50.00	\$50.00	\$50.00	\$50.00	
Re-Establish Line (New Number)	\$30.00	\$30.00	\$30.00	\$30.00	
Change to Lifeline	\$30.00	\$30.00	\$30.00	\$30.00	(N)

**4.1.3 Service Rates**

<b>AT&amp;T Areas</b>		
Monthly Residential Service*		(C)
Basic		
1 <sup>st</sup> Month	\$19.95	
Subsequent Months	\$49.95	(C)
Advantage (includes Caller ID plus Call Waiting; also includes 100 minutes LD)		(M, N)
1 <sup>st</sup> Month	\$19.95	
Subsequent Months	\$54.95	
Premium (includes 8 calling features and 100 minutes LD)		
1 <sup>st</sup> Month	\$19.95	
Subsequent Months	\$59.95	
Directory Assistance, per call	\$2.99	
Directory/Operator Assistance Block	\$5.00	(M, N)
Restoration Fee	\$20.00	

\*Plans include \$5.00 prorated installation for 12 months.

(N)

*Material previously located on this page now appears on Page 20.2.*

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**SECTION 4 – RATES****4.1 Global Connections Rates, cont.****4.1.3 Service Rates, cont.****Verizon Areas**

Basic	
1 <sup>st</sup> Month	\$74.95
Subsequent Months	\$54.95
Advantage (includes Caller ID and Call Waiting	
1 <sup>st</sup> Month	\$74.95
Subsequent Months	\$64.95
Flex (includes choice of 3 calling features plus	
directory assistance)	
1 <sup>st</sup> Month	\$74.95
Subsequent Months	\$69.95
Directory Assistance, per call	\$2.99
Directory/Operator Assistance Block	\$5.00

**Embarq Areas**

Basic	
1 <sup>st</sup> Month	\$104.95
Subsequent Months	\$54.95
Advantage (includes Caller ID and Call Waiting	
1 <sup>st</sup> Month	\$114.95
Subsequent Months	\$64.95
Directory Assistance, per call	\$2.99
Directory/Operator Assistance Block	\$5.00

**Windstream Areas**

Basic, monthly	\$54.95
Directory Assistance, per call	\$2.99
Directory/Operator Assistance Block	\$5.00

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**SECTION 4 – RATES**

**4.2 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 price list. 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, and made part of this price list.

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**SECTION 5 - LIFELINE**

**5.1 Eligibility**

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- 5.1.1 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 Initiative (NSLP)
- 5.1.2 Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Company for eligibility certification.
- 5.1.3 All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

**5.2 Certification**

- 5.2.1 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. Eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying under penalty of perjury that the customer participates in one of the Florida Lifeline eligible programs and identifying the qualifying program. 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.

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**SECTION 5 – LIFELINE, CONT.****5.2 Certification, cont.**

(N)

- 5.2.2 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.
- 5.2.3 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.
- 5.2.4 As a reseller providing Lifeline service from this tariff, the Company is responsible for determining proof of eligibility prior to requesting the service. As set forth in 47 C.F.R. S 417(a) and (b), a reseller must provide a certification, upon request to the Commission, the Administrator or the ILEC that it is complying with all FCC and applicable State requirements governing Lifeline/Link-Up programs, including certification and verification procedures. The Company is required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers as outlined in 5.1.2 above.

Disclosure requirements described in 5.2.2 preceding are applicable to resellers of Lifeline service.

**5.3 Rates & Charges****5.3.1 General**

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

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**SECTION 5 – LIFELINE, CONT.****5.3 Rates and Charges, cont.**

(N)

5.3.2 The total Lifeline credit consists of one federal credit plus one Company credit.

A. Federal Credit	Monthly
1. Temporary Assistance for Needy Families (TANF)	\$ 10.00
2. Supplemental Security Income (SSI)	\$ 10.00
3. Food Stamps	\$ 10.00
4. Medicaid	\$ 10.00
5. Low Income Home Energy Assistance Program (LIHEAP)	\$ 10.00
6. Federal Public Housing Assistance	\$ 10.00
7. Natl. School Lunch Programs Free Lunch Initiative (NSLP)	\$ 10.00
8. State Means Test	
<b>B. Company Credit</b>	
1. One per Lifeline service	\$ 3.50

## 5.3.3 Tribal Lifeline

## A. Description of Service

Qualified residents of federally recognized tribal lands may receive up to thirty dollars (\$30.00) per month in addition to federal Lifeline support for their residential service. A one dollar (\$1.00) minimum charge is applicable for basis local service.

## B. Regulations

1. Tribal Lifeline support is in addition to traditional Lifeline support.
2. All Lifeline regulations are applicable to Tribal Lifeline.

## C. Eligibility

To qualify, in addition to meeting the tribal land residency requirement, the customer may be a current recipient of any of the programs identified for Lifeline, or may be a recipient of one of the following federal programs:

1. BIA (Bureau of Indian Affairs) General Assistance
2. TANF tribally administered block grant program
3. Head Start Program (income eligible)
4. National School Lunch Program (free meals)

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**SECTION 5 – LIFELINE, CONT.**

**5.3 Rates and Charges, cont.**

D. Rates and Charges

1. General

- a. The charge for basic local service will not be less than one dollar (\$1.00) per month.
- b. The Tribal Lifeline credit is in addition to state and federal Lifeline credits preceding.

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**SECTION 6 – LINK-UP****6.1 General**

- A. Link-Up is a program designed to increase the availability of telecommunications service to low income subscribers by providing a credit to the non-recurring installation and service charges to qualifying low income residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Florida Public Service Commission and are as set forth in this tariff.
- B. Link-Up is supported by the federal universal service support mechanism.
- C. A federal credit amount of fifty percent (50%) of the non-recurring charges for connection of service, up to a maximum of thirty dollars (\$30.00), is available to be passed through to the subscriber.

**6.2 Regulations****6.2.1 General**

- A. Customers eligible under Link-Up are also eligible for monthly recurring assistance under the Lifeline program.
- B. Link-Up connection assistance is available per household and is applicable to the primary residential connection only.
- C. The Link-Up credit is available each time the customer installs or relocates the primary residential service.
- D. To receive the credit, proof of eligibility must be provided prior to installation of service.
- E. The total tariffed charges for connecting service, including service and other installation charges, are considered in the credit calculation.
- F. Link-Up service is exempt from the installation billing service fee.

**6.2.2 Eligibility**

- A. To be eligible for a Link-Up credit, the named subscriber must be a current recipient of any of the following law income assistance programs:
  - 1. Temporary Assistance to Needy Families (TANF), previously known as AFDC
  - 2. Supplemental Security Income (SSI)
  - 3. Food Stamps
  - 4. Medicaid
  - 5. Low Income Home Energy Assistance Plan (LIHEAP)
  - 6. Federal Public Housing Assistance
  - 7. Natl. School Lunch Programs Free Lunch Initiative (NSLP)

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**SECTION 6 – LINK-UP, CONT.**

**6.2 Regulations, cont.**

(N)

6.2.2 Eligibility, cont.

- B. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%) of the federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Company of eligibility certification.
- C. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

6.2.3 Certification

- A. Proof of eligibility in any of the qualifying low income assistance programs should be provided by the eligible Link-Up subscriber to the Company at the time of application for service. Eligible Link-Up subscribers may enroll in the Link-Up program by signing a document certifying under penalty of perjury that the customer participates in one of the Florida Link-Up programs and identifying the qualifying program. The Link-Up credit will not be established until the Company has received such signed document. If the customer requests installation without proof of eligibility, the requested service will be provided without the Link-Up credit.
- B. The use of disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Link-Up plan.
- C. As a reseller providing Link-Up service from this tariff, the Company is responsible for determining proof of eligibility prior to requesting service. As set forth in 47 C.F.R. S417(a) and (b), a reseller must provide a certification, upon request, to the Commission, the Administrator or the ILEC, that it is complying with all FCC and applicable State requirements governing Lifeline/Link-Up programs, including certification and verification procedures. The Company is required to retain the required documentation for three (3) years and be able to produce the documentation to the Commission or its Administrator to demonstrate that they are providing discounted services only to qualified low-income customers. Disclosure requirements described in 6.2.3(B) preceding are applicable to resellers of Link-Up service.

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**SECTION 6 – LINK-UP, CONT.****6.3 Rates and Charges**

The federal credit available for a Link-Up connection is thirty dollars (\$30.00) maximum or fifty percent (50%) of the installation and service charges from this Tariff, whichever is less.

**6.4 Tribal Link-Up****6.4.1 Description of Service**

Qualified residents of federally recognized lands may receive up to seventy dollars (\$70.00) in additional federal Link-Up support for their residential service. The additional credit is available to cover regulated charges applicable for the initial connection of service, such as installation and service charges, line extension and special construction charges. All Link-Up regulations are applicable to Tribal Link-Up.

**6.4.2 Eligibility**

To qualify, in addition to meeting a tribal land residency requirement, the customer may be a current recipient of any of the programs identified for Lifeline, Link-Up or may be a recipient of one of the following federal programs:

- A. BIA (Bureau of Indian Affairs) General Assistance
- B. TANF tribally administered block grant programs
- C. Head Start Program (income eligible)
- D. Natl. School Lunch Program (free meals)

**6.4.3 Rates and Charges**

- A. A federal credit of up to seventy dollars (\$70.00) is available to cover one hundred percent (100%) of the connection charges between sixty dollars (\$60.00) and one hundred and thirty dollars (\$130.00).
- B. The tribal Link-Up credit is an addition to the Link-Up credits preceding.

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