# FCC Form 481 - Carrier Annual Reporting Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 449073 |
| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name: Person USAC should contact with questions about this data | Edward Smith |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address: Email of the person identified in data line <030> | Esmith@GCIOA.com |

## ANNUAL REPORTING FOR ALL CARRIERS

| | | | 54.313 Completion Required | 54.422 Completion Required |
|---|---|---|---|---|
| | | | (check box when complete) | |
| <100> | Service Quality Improvement Reporting | (complete attached worksheet) | | |
| <200> | Outage Reporting (voice) | (complete attached worksheet) | | ✔ |
| <210> | ✔ <-- check box if no outages to report | | | |
| <300> | Unfulfilled Service Requests (voice) | | | |
| <310> | Detail on Attempts (voice) | (attach descriptive document) | | |
| <320> | Unfulfilled Service Requests (broadband) | | | |
| <330> | Detail on Attempts (broadband) | (attach descriptive document) | | |
| <400> | Number of Complaints per 1,000 customers (voice) | | | |
| <410> | Fixed | | | ✔ |
| <420> | Mobile | 0.0 | | |
| <430> | Number of Complaints per 1,000 customers (broadband) | | | |
| <440> | Fixed | | | |
| <450> | Mobile | | | |
| <500> | Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification) | | ✔ |
| <510> | StandUP 510.pdf | (attached descriptive document) | | ✔ |
| <600> | Functionality in Emergency Situations | (check to indicate certification) | | ✔ |
| <610> | StandUP 610.pdf | (attached descriptive document) | | ✔ |
| <700> | Company Price Offerings (voice) | (complete attached worksheet) | | |
| <710> | Company Price Offerings (broadband) | (complete attached worksheet) | | |
| <800> | Operating Companies and Affiliates | (complete attached worksheet) | | ✔ |
| <900> | Tribal Land Offerings (Y/N)? | (if yes, complete attached worksheet) | | |
| <1000> | Voice Services Rate Comparability Certification | | | |
| <1010> | | (attach descriptive document) | | |
| <1100> | Certify whether terrestrial backhaul options exist (Yes or No) | (if not, check to indicate certification) | | |
| <1110> | | (complete attached worksheet) | | |
| <1200> | Terms and Condition for Lifeline Customers | (complete attached worksheet) | | ✔ |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

| | | |
|---|---|---|
| <2000> | (check to indicate certification) | |
| <2005> | (complete attached worksheet) | |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

| | | |
|---|---|---|
| <3000> | (check to indicate certification) | |
| <3005> | (complete attached worksheet) | |

**(100) Service Quality Improvement Reporting**
**Data Collection Form**

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| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

| | | |
|---|---|---|
| <110> | Has your company received its ETC certification from the FCC? | (yes / no ) |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | |
|---|---|
| <113> | Maps detailing progress towards meeting plan targets |
| <114> | Report how much universal service (USF) support was received |
| <115> | How much (USF) was used to improve service quality and how support was used to improve service quality |
| <116> | How much (USF) was used to improve service coverage and how support was used to improve service coverage |
| <117> | How much (USF) was used to improve service capacity and how support was used to improve service capacity |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. |

**(200) Service Outage Reporting (Voice)**
**Data Collection Form**

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July 2013

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

<220>

| <a> | <b1> | <b2> | <b3> | <b4> | <c1> | <c2> | <d> | <e> | <f> | <g> | <h> |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **NORS Reference Number** | **Outage Start Date** | **Outage Start Time** | **Outage End Date** | **Outage End Time** | **Number of Customers Affected** | **Total Number of Customers** | **911 Facilities Affected (Yes / No)** | **Service Outage Description (Check all that apply)** | **Did This Outage Affect Multiple Study Areas (Yes / No)** | **Service Outage Resolution** | **Preventative Procedures** |
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**(700) Price Offerings including Voice Rate Data**
**Data Collection Form**

FCC Form 481
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|---|---|---|
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| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2015 |
| <702> | Single State-wide Residential Local Service Charge | |

<703>

| <a1> | <a2> | <a3> | <b1> | <b2> | <b3> | <b4> | <b5> | <c> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **SAC (CETC)** | **Rate Type** | **Residential Local Service Rate** | **State Subscriber Line Charge** | **State Universal Service Fee** | **Mandatory Extended Area Service Charge** | **Total per line Rates and Fees** |
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**(710) Broadband Price Offerings**
**Data Collection Form**

FCC Form 481
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July 2013

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|---|---|---|
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| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

<711>

| <a1> | <a2> | <b1> | <b2> | <c> | <d1> | <d2> | <d3> | <d4> |
|---|---|---|---|---|---|---|---|---|
| **State** | **Exchange (ILEC)** | **Residential Rate** | **State Regulated Fees** | **Total Rate and Fees** | **Broadband Service - Download Speed (Mbps)** | **Broadband Service - Upload Speed (Mbps)** | **Usage Allowance (GB)** | **Usage Allowance Action Taken When Limit Reached {*select*}** |
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**(800) Operating Companies**
**Data Collection Form**

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July 2013

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| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | Global Connection Inc. of America |
| <811> | Holding Company | Global Connection Holdings Corporation |
| <812> | Operating Company | Global Connection Inc. of America |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |

-- See attached worksheet --

**(900) Tribal Lands Reporting**
**Data Collection Form**

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| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

| | | Select Yes or No or Not Applicable |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. | |
| <922> | Feasibility and sustainability planning; | |
| <923> | Marketing services in a culturally sensitive manner; | |
| <924> | Compliance with Rights of way processes | |
| <925> | Compliance with Land Use permitting requirements | |
| <926> | Compliance with Facilities Siting rules | |
| <927> | Compliance with Environmental Review processes | |
| <928> | Compliance with Cultural Preservation review processes | |
| <929> | Compliance with Tribal Business and Licensing requirements. | |

**(1100) No Terrestrial Backhaul Reporting Data Collection Form**

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July 2013

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| <015> | Study Area Name | Global Connection Inc of America |
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| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**
**Lifeline**
**Data Collection Form**

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| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

StandUP 1210 template.pdf

Name of Attached Document

<1220> Link to Public Website HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ✔

<1222> Details on the number of minutes provided as part of the plan, ✔

<1223> Additional charges for toll calls, and rates for each such plan. ✔

**(2000) Price Cap Carrier Additional Documentation**
**Data Collection Form**
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

**Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.**

**Incremental Connect America Phase I reporting**

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)i}

<2011a> 3rd Year Certification {47 CFR § 54.313(b)(1)ii}

<2011b> Attachment {47 CFR § 54.313(b)(1)ii}

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

<2012> 2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}

<2013> 2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}

<2014> 2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}

<2015> 2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017> 3rd year Broadband Service Certification

<2018> 5th year Broadband Service Certification

<2019> Interim Progress Certification

<2020> Please check the box to confirm that the attached document(s), on line 2021,contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation**

**Data Collection Form**

FCC Form 481

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**

(3010) **Progress Report on 5 Year Plan**
Milestone Certification {47 CFR § 54.313(f)(1)(i)}

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No)

(3014) If yes, does your company file the RUS annual report (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, Is your company audited? (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation (Continued)**

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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

**Financial Data Summary**

| | |
|---|---|
| (3027) Revenue | |
| (3028) Operating Expenses | |
| (3029) Net Income | |
| (3030) Telephone Plant In Service(TPIS) | |
| (3031) Total Assets | |
| (3032) Total Debt | |
| (3033) Total Equity | |
| (3034) Dividends | |

Name of Attached Document Listing Required Information

| **Certification - Reporting Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
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**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

**Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients**

**I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.**

Name of Reporting Carrier:

Signature of Authorized Officer: Date

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

| Certification - Agent / Carrier<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

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|---|---|---|
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

**Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I certify that (Name of Agent)** Expert Telecom Compliance, Inc **is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.**

Name of Authorized Agent: Expert Telecom Compliance, Inc

Name of Reporting Carrier: Global Connection Inc of America

Signature of Authorized Officer: CERTIFIED ONLINE Date: 06/26/2015

Printed name of Authorized Officer: Edward Smith

Title or position of Authorized Officer: Chief Financial Officer

Telephone number of Authorized Officer: 6787416246 ext.

Study Area Code of Reporting Carrier: 449073 Filing Due Date for this form: 07/01/2015

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

**Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.**

Name of Reporting Carrier: Global Connection Inc of America

Name of Authorized Agent or Employee of Agent: Expert Telecom Compliance, Inc

Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE Date: 06/25/2015

Printed name of Authorized Agent or Employee of Agent: Expert Telecom Compliance, Inc

Title or position of Authorized Agent or Employee of Agent Regulatory Specialist

Telephone number of Authorized Agent or Employee of Agent: 7702327805 ext.

Study Area Code of Reporting Carrier: 449073 Filing Due Date for this form: 07/01/2015

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

**(800) Operating Companies**
**Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

| | | |
|---|---|---|
| <010> | Study Area Code | 449073 |
| <015> | Study Area Name | Global Connection Inc of America |
| <020> | Program Year | 2016 |
| <030> | Contact Name - Person USAC should contact regarding this data | Edward Smith |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 6787416246 ext. |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | Esmith@GCIOA.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | Global Connection Inc. of America |
| <811> | Holding Company | Global Connection Holdings Corporation |
| <812> | Operating Company | Global Connection Inc. of America |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| N/A | | Stand Up Wireless |

# Global Connection Inc. of America d/b/a
# Stand Up Wireless

Lifeline Rate Plans

Terms & Conditions maintained at www.StandUpWireless.com

Subsidized (Lifeline) Rate Plans

| Plan Name | Voice Minutes Included in Plan | SMS text Messages Included in Plan | Unused Minutes Rollover | Unused SMS Rollover | Voicemail Caller ID Call Waiting 3-way Call Included | Nationwide Long Distance Included | Cost per Month |
|---|---|---|---|---|---|---|---|
| **StandUP 100** | 100 | 100 | Yes | Yes | Yes | Yes | FREE |
| **StandUP 250** | 250 Units [1] | | No | No | Yes | Yes | FREE |
| **StandUP 500** | 500 | 500 | No | No | Yes | Yes | $14.95 |
| **StandUP1000** | 1000 | 1000 | No | No | Yes | Yes | $29.95 |
| **StandUP Unlimited** | Unlimited | 1000 | No | No | Yes | Yes | $34.95 |

[1]One unit equals one voice minute or one SMS

Additional Airtime

At this time additional credits may be purchased at the rate of:

$5.00 for 40--50 credits
$10.00 for 100 credits
$20.00 for 250 credits
$30.00 for 500 credits
$50.00 for 1000 credits

## Functionality in Emergency Situations

As a reseller, the Company relies upon its underlying facilities-based carrier for functionality in emergency situations. The Company obtains from Sprint/Verizon, via an agreement with Boomerang Wireless, LLC d/b/a Ready Mobile, the network infrastructure and wireless transmission facilities to allow the Company to operate as a Mobile Virtual Network Operator ("MVNO"). Through this agreement, the Company provides to its customers the same ability to remain functional in emergency situations as currently provided by Sprint/Verizon to its own customers. As Tier I carriers, Sprint and Verizon have redundancies, back-up generator power and an extensive disaster recovery program. The Sprint and Verizon wireless networks have reasonable amounts of back-up power and the ability to reroute traffic around damaged facilities and manage traffic spikes resulting from emergency situations. As an MVNO of Sprint and Verizon, these capabilities benefit Stand Up Wireless customers.

## Service Quality and Consumer Protection

The Company is committed to satisfying all applicable state and federal requirements related to consumer protection and service quality standards.

The Company complies with the Cellular Telecommunications and Internet Association's (CTIA) Consumer Code for Wireless Service.

1. Disclose Rates and Terms of Service – These are fully disclosed in advertising as well as on the Company's website.
2. Make Coverage Maps Available –Coverage maps are available on the Company's website.
3. Provide contract terms – the Company does not employ contracts.
4. Allow a trial service – Since Lifeline customers receive free service, there is no commitment to the service on their part. If the service does not suit their needs, they can cancel service at any time without penalty.
5. Provide Specific Disclosure in advertising – All Company advertising, including its website, fully discloses charges and service parameters.
6. Separately Identify Carrier Charges from Tax on Billing Statements – the Company does not render billing statements to its prepaid customers, but for every transaction they make, service charges vs. taxes are fully described.
7. Provide Customers with the Right to Terminate Service Upon Changes to Their Contract – As mentioned, we don't employ contracts so this provision does not apply. Customers can, however, cancel service at any time without penalty.
8. Provide Ready Access to Customer Service – Customers can call customer service for free by dialing 611 or an 800 number. These numbers are disclosed on the Company's website and in advertising and customer welcome materials. Customers may also access Customer Service online through the Company's website.
9. Promptly Respond to Customer Inquiries and Complaints from Government Agencies – We promptly respond to all complaints. If a customer care representative cannot help a customer, we have an escalation process. The Company is committed to resolving customer questions, concerns and complaints in a swift and satisfactory manner.
10. Privacy Policy – The Company protects the privacy of customer information in accordance with applicable federal and state laws. Our privacy policy is available, via link, on every page of the Company's website.
11. Provide Consumers with Free Notifications for Voice, Data and Messaging Usage, and International Roaming – Because the Company's service is prepaid, customers are not able to incur overage charges. However, the Company provides, at no charge, (a) a notification to consumers of domestic wireless plans that include limited data allowances when consumers approach their allowance for data usage; (b) a notification to consumers of domestic voice and messaging plans that include limited voice and messaging allowances when consumers approach their allowance for those services; and (c) a notification to consumers without an international roaming plan/package whose devices have registered abroad and who may incur charges for international usage. The Company also clearly and conspicuously discloses tools or services that enable consumers to track, monitor and/or set limits on voice, messaging and data usage.

12. Abide by the following principles regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones and tablets, ("mobile wireless devices") that are locked by or at the direction of the carrier –

(1) Disclosure. The Company has posted on its website its clear, concise, and readily accessible policy on postpaid and/or prepaid mobile wireless device unlocking.
(2) Postpaid Unlocking Policy. Not Applicable.
(3) Prepaid Unlocking Policy. Upon request, the Company will unlock prepaid mobile wireless devices no later than one year after initial activation, consistent with reasonable time, payment or usage requirements.
(4) Notice. The Company will clearly notify customers that their devices are eligible for unlocking at the time when their devices are eligible for unlocking or automatically unlock devices remotely when devices are eligible for unlocking, without additional fee. The Company reserves the right to charge non-customers/nonformer-customers with a reasonable fee for unlocking requests. Notice to prepaid customers may occur at point of sale, at the time of eligibility, or through a clear and concise statement of policy on the Company's website.
(5) Response Time. Within two business days after receiving a request, the Company will unlock eligible mobile wireless devices or initiate a request to the OEM to unlock the eligible device, or provide an explanation of why the device does not qualify for unlocking, or why the carrier reasonably needs additional time to process the request.
(6) Deployed Personnel Unlocking Policy. The Company will unlock mobile wireless devices for deployed military personnel who are customers in good standing upon provision of deployment papers.

The Company reserves the right to decline an unlock request if it has a reasonable basis to believe the request is fraudulent or the device is stolen.