

**BEFORE THE  
FEDERAL COMMUNICATIONS COMMISSION  
Washington, D.C. 20554**

In the Matter of	
Telecommunications Carriers Eligible to Receive Universal Service Support	WC Docket No. 09-197
Lifeline and Link Up Reform and Modernization	WC Docket No. 11-42
Global Connection Inc. of America	

**GLOBAL CONNECTION INC. OF AMERICA WIRELINE SERVICE COMPLIANCE PLAN**

Global Connection Inc. of America (“Global Connection” or the “Company”),<sup>1</sup> through its undersigned counsel, hereby respectfully submits and requests expeditious approval of its Compliance Plan outlining the measures it will take to implement the conditions imposed by the Commission in its *Lifeline Reform Order* for its wireline service.<sup>2</sup> On March 8, 2012, Global Connection separately filed a Compliance Plan for its wireless services, which was most recently revised and re-filed on April 30, 2012.

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<sup>1</sup> The Company hereby also reports its corporate and trade names, identifiers, and its holding company, operating companies and affiliates as: Real Home Phone (trade name), and Global Connection Holdings Corporation (holding company). This Compliance Plan applies only to Global Connection’s wireline Lifeline service offerings.

<sup>2</sup> See *Lifeline and Link Up Reform and Modernization, Lifeline and Link Up, Federal-State Joint Board on Universal Service, Advancing Broadband Availability Through Digital Literacy Training*, WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report And Order and Further Notice Of Proposed Rulemaking, FCC 12-11 (Feb. 6, 2012) (“*Lifeline Reform Order*”). The Company herein submits the information required by the Compliance Plan Public Notice. See *Wireline Competition Bureau Provides Guidance for the Submission of Compliance Plans Pursuant to the Lifeline Reform Order*, WC Docket Nos. 09-197, 11-42, Public Notice, DA 12-314 (rel. Feb. 29, 2012).

Global Connection's wireless Compliance Plan was approved by the Wireline Competition Bureau ("Bureau") on May 25, 2012.<sup>3</sup>

The Company commends the Commission's commitment to a nationwide communications system that promotes the safety and welfare of all Americans, including Lifeline customers. Global Connection will comply with 911 requirements as described below and it is submitting this Compliance Plan in order to qualify for blanket forbearance from the facilities requirement of section 214(e)(1)(A) of the Communications Act and participate as an eligible telecommunications carrier ("ETC") in the Lifeline program.<sup>4</sup>

Global Connection will comply fully with all conditions set forth in the *Lifeline Reform Order*, as well as with the Commission's Lifeline rules and policies more generally. This Compliance Plan describes the specific measures that the Company intends to implement to achieve these objectives. Specifically, this Compliance Plan: (1) describes the specific measures that the Global Connection will take to implement the obligations contained in the *Lifeline Reform Order*, including the procedures the Company follows in enrolling a subscriber in Lifeline and submitting for reimbursement for that subscriber from the Low-Income Fund, materials related to initial and ongoing

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<sup>3</sup> See Public Notice, DA 12-828.

<sup>4</sup> See *Lifeline Reform Order*, ¶ 368. Although Global Connection qualifies for and seeks to avail itself of the Commission's grant of forbearance from the facilities requirement of section 214(e)(1)(A) for purposes of the federal Lifeline program, the Company reserves the right to demonstrate to a state public utilities commission that it provides service using its own facilities in a state for purposes of state universal service funding under state program rules and requirements. Global Connection will follow the requirements of the Commission's Lifeline rules and this Compliance Plan in all states in which it provides Lifeline service and receives reimbursements from the federal Low-Income Fund, including in any state where the public utilities commission determines that Global Connection provides service using its own facilities for purposes of a state universal service program.

certifications and sample marketing materials; and (2) provides a detailed description of how Global Connection offers Lifeline services, the geographic areas in which it offers services, and a detailed description of the Company's Lifeline service plan offerings.

### **ACCESS TO 911 AND E911 SERVICES**<sup>5</sup>

Pursuant to the *Lifeline Reform Order*, forbearance is conditioned upon the Company: (1) providing its Lifeline subscribers with 911 and E911 access, regardless of activation status and availability of minutes; and (2) providing its Lifeline subscribers with E911-compliant handsets and replacing, at no additional charge to the subscriber, noncompliant handsets of Lifeline-eligible subscribers who obtain Lifeline-supported services.<sup>6</sup> The Company complies with the Commission's 911 and E911 requirements for its wireline services, however, the handset requirement is not applicable to Global Connection's wireline services.

The Company will provide its Lifeline customers with access to 911 and E911 services immediately upon activation of service. The Commission and consumers are hereby assured that all Company customers will have available access to emergency calling services at the time that Lifeline service is initiated, and that such 911 and E911 access will be available using the Company's services at all times until service is disconnected.

Global Connection's existing practices currently provide access to 911 and E911 services for all customers. The Company uses AT&T, CenturyLink, Embarq, Qwest, Sprint, Windstream, Alltel, Verizon and Frontier as its underlying network

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<sup>5</sup> See Compliance Plan Public Notice at 3.

<sup>6</sup> See *Lifeline Reform Order*, ¶ 373.

providers/carriers. These underlying carriers route 911 calls from the Company's customers in the same manner as 911 calls from their own retail customers.

**E911-Compliant Handsets.** As discussed above, this requirement does not apply to Global Connection's wireline services.

## COMPLIANCE PLAN

### **I. PROCEDURES TO ENROLL A SUBSCRIBER IN LIFELINE<sup>7</sup>**

#### **A. Policy**

Global Connection complies with the uniform eligibility criteria established in new section 54.409 of the Commission's rules, as well as any additional certification and verification requirements for Lifeline eligibility in states where the Company is designated as an ETC.

Therefore, all subscribers are required to demonstrate eligibility based at least on: (1) household income at or below 135% of the Federal Poverty Guidelines for a household of that size; or (2) the household's participation in one of the federal assistance programs listed in new sections 54.409(a)(2) or 54.409(a)(3) of the Commission's rules. In addition, through the certification requirements described below, the Company confirms that the subscriber is not already receiving a Lifeline service and no one else in the subscriber's household is subscribed to a Lifeline service.

#### **B. Eligibility Determination**

Customers can enroll in Global Connection's wireline Lifeline service in-person, by calling the Company's customer service center or online. Approximately 60 percent

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<sup>7</sup> See Compliance Plan Public Notice at 3.

of the Company's customer enrollment is done in-person at store locations that sell Global Connection services, as opposed to over the phone or the Internet. At such stores, Global Connection requires all prospective customers to show a valid government-issued photo identification and the address is checked against the E911 database to clear service from Global Connection's underlying providers. Each prospective customer is checked against Global Connection's internal database in real-time to ensure that the customer does not already receive a Lifeline benefit from the Company before the customer is enrolled. Customers that enroll in a manner other than in-person are sent an application/certification form to complete, sign and return by electronic mail, fax, or U.S. mail along with a copy of the prospective customer's proof of eligibility.

As discussed in further detail in Section I.F. below, all employees or agents ("Company personnel") that conduct such in-person enrollments are trained regarding the eligibility and certification requirements in the *Lifeline Reform Order* and this Compliance Plan, including the one-per-household requirement, and told to inform potential customers of those requirements. New Company personnel undergo an initial mandatory training session where they are given training materials, as well as shown visual examples of documents acceptable to demonstrate eligibility for the Lifeline program.

If Global Connection cannot determine a prospective subscriber's eligibility for Lifeline by accessing income databases or program eligibility databases, Company personnel will review documentation establishing eligibility pursuant to the Lifeline rules.<sup>8</sup> All personnel who interact with current or prospective customers will be trained

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<sup>8</sup> See *Lifeline Reform Order*, ¶ 100; section 54.410(b)(1)(i)(B), 54.410(c)(1)(i)(B).

to assist Lifeline applicants in determining whether they are eligible to participate based on the federal and state-specific income-based and/or program-based criteria. These personnel will be trained to answer questions about Lifeline eligibility, and will review required documentation to determine whether it satisfies the *Lifeline Reform Order* and state-specific eligibility requirements using state-specific checklists.

Proof of Eligibility. Company personnel will be trained on acceptable documentation required to establish income-based and program-based eligibility.<sup>9</sup> Acceptable documentation of program eligibility includes: (1) the current or prior year's statement of benefits from a qualifying state, federal or Tribal program; (2) a notice letter of participation in a qualifying state, federal or Tribal program; (3) program participation documents (*e.g.*, the consumer's Supplemental Nutrition Assistance Program (SNAP) electronic benefit transfer card or Medicaid participation card (or copy thereof)); or (4) another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.<sup>10</sup>

Acceptable documentation of income eligibility includes the prior year's state, federal, or Tribal tax return; current income statement from an employer or paycheck stub; a Social Security statement of benefits; a Veterans Administration statement of benefits; a retirement/pension statement of benefits; an Unemployment/Workmen's Compensation statement of benefits; federal or Tribal notice letter of participation in

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<sup>9</sup> See *Lifeline Reform Order*, ¶ 101. See also USAC Guidance available at <http://www.usac.org/li/telecom-carriers/step06/default.aspx>.

<sup>10</sup> *Id.* and section 54.410(c)(1)(i)(B).

General Assistance; or a divorce decree, child support award, or other official document containing income information for at least three months time.<sup>11</sup>

Company personnel will examine this documentation for each Lifeline applicant, and will record the type of documentation used to satisfy the income- or program-based criteria by checking the appropriate box on the application form.<sup>12</sup> In addition, Company personnel will fill in, where available, the last four digits of an account or other identifying number on the proof document, the date of the proof document and the expiration of the proof document. The Company will not retain a copy of this documentation, except where state rules require such retention.<sup>13</sup> Where the Company personnel conclude that proffered documentation is insufficient to establish such eligibility, Global Connection will deny the associated application and inform the applicant of the reason for such rejection. In the event that Company personnel cannot ascertain whether documentation of a specific type is sufficient to establish an applicant's eligibility, the matter will be escalated to supervisory personnel.

De-Enrollment for Ineligibility. If Global Connection has a reasonable basis to believe that one of its Lifeline subscribers no longer meets the eligibility criteria, the Company will notify the subscriber of impending termination in writing and in compliance with any state dispute resolution procedures applicable to Lifeline termination, and give the subscriber 30 days to demonstrate continued eligibility.<sup>14</sup> A

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<sup>11</sup> See *Lifeline Reform Order*, ¶101; section 54.410.(b)(1)(i)(B).

<sup>12</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(iii), 54.410(c)(1)(iii).

<sup>13</sup> See *Lifeline Reform Order*, ¶101; sections 54.410(b)(1)(ii), 54.410(c)(1)(ii).

<sup>14</sup> See *Lifeline Reform Order*, ¶ 143; section 54.405(e)(1).

demonstration of eligibility must comply with the annual verification procedures below and found in new rule section 54.410(f), including the submission of a certification form.

### **C. Subscriber Certifications for Enrollment**

Global Connection will implement certification policies and procedures that enable consumers to demonstrate their eligibility for Lifeline assistance to Company personnel as detailed in the *Lifeline Reform Order*, together with any additional state certification requirements.<sup>15</sup> The Company shares the Commission's concern about abuse of the Lifeline program and is thus committed to the safeguards stated herein, with the belief that these procedures will prevent the Company's customers from engaging in such abuse of the program, inadvertently or intentionally. Every applicant will be required to complete an application/certification form containing disclosures, and collecting certain information and certifications as discussed below.<sup>16</sup> Applicants that seek to enroll based on income eligibility will be referred to a worksheet showing the Federal Poverty Guidelines by household size.<sup>17</sup> Applicants that do not complete the form in person will be required to return the signed application/certification to the Company by mail, facsimile, electronic mail or other electronic transmission. In addition, Company personnel will verbally explain the certifications to consumers when they are enrolling in person or over the phone.<sup>18</sup>

Disclosures. The Company's application and certification forms will include the following disclosures: (1) Lifeline is a federal benefit and willfully making false

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<sup>15</sup> *Lifeline Reform Order*, ¶ 61; section 54.410(a).

<sup>16</sup> See Model Application/Certification Form, included as Exhibit A. See Compliance Plan Public Notice at 3.

<sup>17</sup> See Income Eligibility Worksheet, included as Exhibit B.

<sup>18</sup> See *Lifeline Reform Order*, ¶ 123.

statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program; (2) only one Lifeline service is available per household; (3) a household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses; (4) a household is not permitted to receive Lifeline benefits from multiple providers; (5) violation of the one-per-household limitation constitutes a violation of the Commission's rules and will result in the applicant's de-enrollment from the program; and (6) Lifeline is a non-transferable benefit and the applicant may not transfer his or her benefit to any other person.<sup>19</sup>

Applications and certification forms will also state that: (1) the service is a Lifeline service, (2) Lifeline is a government assistance program, and (3) only eligible consumers may enroll in the program.<sup>20</sup>

Information Collection. The Company also will collect the following information from the applicant in the application/certification form: (1) the applicant's full name; (2) the applicant's full residential address (P.O. Box is not sufficient<sup>21</sup>); (3) whether the applicant's residential address is permanent or temporary; (4) the applicant's billing address, if different from the applicant's residential address; (5) the applicant's date of birth; (6) the last four digits of the applicant's Social Security number (or the applicant's Tribal identification number, if the subscriber is a member of a Tribal nation and does not have a Social Security number); (7) if the applicant is seeking to qualify for Lifeline under the program-based criteria, the name of the qualifying assistance program from

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<sup>19</sup> See *id.*, ¶ 121; section 54.410(d)(1).

<sup>20</sup> See section 54.405(c).

<sup>21</sup> See *Lifeline Reform Order*, ¶ 87.

which the applicant, his or her dependents, or his or her household receives benefits; and (8) if the applicant is seeking to qualify for Lifeline under the income-based criterion, the number of individuals in his or her household.<sup>22</sup>

Applicant Certification. Consistent with new rule section 54.410(d)(3), the Company will require the applicant to certify, under penalty of perjury, in writing or by electronic signature or interactive voice response recording,<sup>23</sup> the following: (1) the applicant meets the income-based or program-based eligibility criteria for receiving Lifeline; (2) the applicant will notify the Company within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the applicant no longer meets the income-based or program-based criteria for receiving Lifeline support, the applicant is receiving more than one Lifeline benefit, or another member of the applicant's household is receiving a Lifeline benefit; (3) if the applicant is seeking to qualify for Lifeline as an eligible resident of Tribal lands, he or she lives on Tribal lands; (4) if the applicant moves to a new address, he or she will provide that new address to the Company within 30 days; (5) if the applicant provided a temporary residential address to the Company, the applicant will be required to verify his or her temporary residential address every 90 days; (6) the applicant's household will receive only one Lifeline service and, to the best of the applicant's knowledge, the applicant's household is not already receiving a Lifeline service; (7) the information contained in the applicant's certification form is true and correct to the best of the applicant's knowledge; (8) the applicant acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and (9) the applicant acknowledges that the

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<sup>22</sup> See section 54.410(d)(2).

<sup>23</sup> See *Lifeline Reform Order*. ¶¶ 168-69; section 54.419.

applicant may be required to re-certify his or her continued eligibility for Lifeline at any time, and the applicant's failure to re-certify as to the applicant's continued eligibility will result in de-enrollment and the termination of the applicant's Lifeline benefits pursuant to the de-enrollment policy included below and in the Commission's rules.

In addition, the applicant will be required to authorize Global Connection to access any records required to verify the applicant's statements on the application/certification form and to confirm the applicant's eligibility for the Company Lifeline credit.<sup>24</sup> The applicant must also authorize the Company to release any records required for the administration of the Company Lifeline credit program, including to USAC to be used in a Lifeline program database.<sup>25</sup>

#### **D. Annual Verification Procedures**

Global Connection will annually re-certify all subscribers by querying the appropriate eligibility databases or obtaining a signed certification from each subscriber consistent with the certification requirements above and new section 54.410(d) of the Commission's rules. This certification will include a confirmation that the applicant's household will receive only one Lifeline service and, to the best of the subscriber's knowledge, the subscriber's household is receiving no more than one Lifeline service.<sup>26</sup> Further, the verification materials will inform the subscriber that he or she is being

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<sup>24</sup> *See id.*

<sup>25</sup> *See* Section 54.404(b)(9). The application/certification form will also describe the information that will be transmitted, that the information is being transmitted to USAC to ensure the proper administration of the Lifeline program and that failure to provide consent will result in the applicant being denied the Lifeline service.  
*See id.*

<sup>26</sup> *See Lifeline Reform Order*, ¶ 120.

contacted to re-certify his or her continuing eligibility for Lifeline and if the subscriber fails to respond, he or she will be de-enrolled in the program.<sup>27</sup>

2012 Verification. Global Connection will re-certify the eligibility of each of its existing subscribers as of June 1, 2012 on a rolling basis by the end of 2012 and report the results to USAC by January 31, 2013.<sup>28</sup> The Company will contact its subscribers via text message to their Lifeline supported telephone, or by mail, phone, email or other Internet communication. The notice will explain the actions the customer must take to retain Lifeline benefits, when Lifeline benefits may be terminated, and how to contact the Company.

Verification De-Enrollment. Global Connection will de-enroll subscribers that do not respond to the annual verification or fail to provide the required certification.<sup>29</sup> The Company will give subscribers 30 days to respond to the annual verification inquiry. If the subscriber does not respond, the Company will send a separate written notice explaining that failure to respond within 30 days will result in the subscriber's de-enrollment from the Lifeline program. If the subscriber does not respond within 30 days, the Company will de-enroll the subscriber within five business days.

#### **E. Activation and Non-Usage**

Although Global Connection's wireline service offerings are prepaid, the Company does assess and collect a monthly fee from each wireline subscriber. Each customer is required to prepay for the Lifeline service offering chosen each month or the service is disconnected. Customers often make payments in person at Global Connection

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<sup>27</sup> See *Lifeline Reform Order*, ¶ 145.

<sup>28</sup> See *id.*, ¶ 130.

<sup>29</sup> See *Lifeline Reform Order*, ¶ 142; section 54.54.405(e)(4).

store locations. Therefore, Global Connection’s wireline customers have a regular billing relationship with the Company and the activation and non-usage requirements do not apply.<sup>30</sup>

**F. Additional Measures to Prevent Waste, Fraud and Abuse**

To supplement its verification and certification procedures, and to better ensure that customers understand the Lifeline service restrictions with respect to duplicates, Global Connection will implement measures and procedures to prevent duplicate Lifeline benefits being awarded to the same household. These measures entail additional emphasis in written disclosures as well as live due diligence.

In addition to checking the database when it becomes available, Company personnel emphasize the “one Lifeline phone per household” restriction in their direct sales contacts with potential customers. Training materials include a discussion of the limitation to one Lifeline phone per household, and the need to ensure that the customer is informed of this restriction. All customer-facing employees and agents must demonstrate understanding of the Commission’s and Global Connection’s rules and policies by completing the Company’s Lifeline training and passing a Company issued exam. The training will be updated as needed, and will be revised no less frequently than every 90 days. Further, Global Connection employs a dedicated compliance officer to oversee training and compliance matters.

Database. When the National Lifeline Accountability Database (“National Database”) becomes available, the Company will comply with the requirements of new rule section 54.404. The Company will query the National Database to determine

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<sup>30</sup> See *Lifeline Reform Order*, ¶¶ 257, 263; section 54.407(c).

whether a prospective subscriber is currently receiving a Lifeline service from another ETC and whether anyone else living at the prospective subscriber's residential address is currently receiving Lifeline service.<sup>31</sup>

One-Per-Household. Global Connection will implement the requirements of the *Lifeline Reform Order* to ensure that it provides only one Lifeline benefit per household<sup>32</sup> through the use of its application and certification forms discussed above, internal database checks and its marketing materials discussed below. Upon receiving an application for the Company's Lifeline service, the Company will search its own internal records to ensure that it does not already provide Lifeline-supported service to someone at the same residential address.<sup>33</sup> If so, and the applicant lives at an address with multiple households, the Company will require the applicant to complete and submit a written USAC document containing the following: (1) an explanation of the Commission's one-per-household rule; (2) a check box that an applicant can mark to indicate that he or she lives at an address occupied by multiple households; (3) a space for the applicant to certify that he or she shares an address with other adults who do not contribute income to

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<sup>31</sup> See *Lifeline Reform Order*, ¶ 203. Company will also transmit to the National Database the information required for each new and existing Lifeline subscriber. See *id.*, ¶¶ 189-195; section 54.404(b)(6). Further, Company will update each subscriber's information in the National Database within ten business days of any change, except for de-enrollment, which will be transmitted within one business day. See section 54.404(b)(8),(10).

<sup>32</sup> A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen living with their parents or guardians are considered to be part of the same household as their parents or guardians. See *Lifeline Reform Order*, ¶ 74; section 54.400(h).

<sup>33</sup> See *Lifeline Reform Order*, ¶ 78.

the applicant's household and share in the household's expenses or benefit from the applicant's income, pursuant to the Commission's definition; and (4) the penalty for a consumer's failure to make the required one-per-household certification (*i.e.*, de-enrollment).<sup>34</sup> Further, if a subscriber provides a temporary address on his or her application/certification form collected as described above, Global Connection will verify with the subscriber every 90 days that the subscriber continues to rely on that address.<sup>35</sup>

Finally, Company personnel will inform each Lifeline applicant that he or she may be receiving Lifeline support under another name, and facilitate the applicant's understanding of what constitutes "Lifeline-supported services," and ability to determine whether he or she is already benefiting from Lifeline support, by informing the consumer that not all Lifeline services are currently marketed under the name Lifeline.

Marketing Materials. Within the deadline provided in the *Lifeline Reform Order*, the Company will include the following information regarding its Lifeline service on all marketing materials describing the service: (1) it is a Lifeline service, (2) Lifeline is a government assistance program, (3) the service is non-transferable, (4) only eligible consumers may enroll in the program, (5) the program is limited to one discount per household; (6) that documentation is necessary for enrollment; (7) Global Connection's name (the ETC); and (8) the Company's application/certification form will state that consumers who willfully make a false statement in order to obtain the Lifeline benefit can be punished by fine or imprisonment or can be barred from the program.<sup>36</sup> These statements will be included in all print, audio video and web materials (including social

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<sup>34</sup> *Id.* The USAC worksheet is available at <http://www.usac.org/li/tools/news/default.aspx#582>.

<sup>35</sup> See *Lifeline Reform Order*, ¶ 89.

<sup>36</sup> See *id.*, ¶ 275; section 54.405(c).

networking media) used to describe or enroll customers in the Company's Lifeline service offering, as well as the Company's application forms and certification forms.<sup>37</sup> This specifically includes the Company's website ([www.RealHomePhone.com](http://www.RealHomePhone.com)) and outdoor signage.<sup>38</sup> A sample of the Company's marketing materials is included as Exhibit C.

#### **G. Company Reimbursements From the Fund**

To ensure that the Global Connection does not seek reimbursement from the Fund without a subscriber's consent, the Company will certify, as part of each reimbursement request, that it is in compliance with all of the Commission's Lifeline rules and, to the extent required, has obtained valid certification and verification forms from each of the subscribers for whom it is seeking reimbursement.<sup>39</sup> Further, the Company will transition the submission of its FCC Forms 497 to the eighth day of each month in order to be reimbursed the same month, and inform USAC, to the extent it deems necessary, to transition its reimbursement process to actual claims rather than projected claims over the course of more than one month.<sup>40</sup> In addition, the Company will keep accurate records as directed by USAC<sup>41</sup> and as required by new section 54.417 of the Commission's rules.

#### **H. Annual Company Certifications**

The Company will submit an annual certification to USAC, signed by a Global Connection officer under penalty of perjury, that the Company: (1) has policies and

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<sup>37</sup> *Id.*

<sup>38</sup> *Id.*

<sup>39</sup> *See Lifeline Reform Order*, ¶ 128; section 54.407(d).

<sup>40</sup> *See Lifeline Reform Order*, ¶¶ 302-306.

<sup>41</sup> *See* section 54.407(e).

procedures in place to review consumers' documentation of income- and program-based eligibility and ensure that its Lifeline subscribers are eligible to receive Lifeline services;<sup>42</sup> (2) is in compliance with all federal Lifeline certification procedures;<sup>43</sup> and (3) has obtained a valid certification form for each subscriber for whom the carrier seeks Lifeline reimbursement.<sup>44</sup>

In addition, the Company will provide the results of its annual re-certifications/verifications on an annual basis to the Commission, USAC, the applicable state commission and the relevant Tribal governments (for subscribers residing on Tribal lands).<sup>45</sup>

The Company will also annually report to the Commission, USAC, and relevant state commissions and the relevant authority in a U.S. territory or Tribal government as appropriate,<sup>46</sup> the company name, names of the company's holding company, operating companies and affiliates, and any branding (such as a "dba" or brand designation) as well as relevant universal service identifiers for each entity by Study Area Code.<sup>47</sup> The Company will report annually information regarding the terms and conditions of its Lifeline plans for voice telephony service offered specifically for low-income consumers during the previous year, including the number of minutes provided and whether there are additional charges to the consumer for service, including minutes of use and/or toll

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<sup>42</sup> See *Lifeline Reform Order*, ¶ 126; section 54.416(a)(1).

<sup>43</sup> See *Lifeline Reform Order*, ¶ 127; section 54.416(a)(2).

<sup>44</sup> See section 54.416(a)(3).

<sup>45</sup> See *Lifeline Reform Order*, ¶¶ 132,148; section 54.416(b).

<sup>46</sup> See section 54.422(c).

<sup>47</sup> See *Lifeline Reform Order*, ¶¶ 296, 390; section 54.422(a).

calls.<sup>48</sup> Finally, Global Connection will annually provide detailed information regarding service outages in the previous year, the number of complaints received and certification of compliance with applicable service quality standards and consumer protection rules, as well as a certification that the Company is able to function in emergency situations.<sup>49</sup>

## **I. Cooperation with State and Federal Regulators**

Global Connection has cooperated and will continue to cooperate with federal and state regulators to prevent waste, fraud and abuse. More specifically, the Company will:

- Make available state-specific subscriber data, including the names and addresses of Lifeline subscribers, to USAC and to each state public utilities commission where the Company operates for the purpose of determining whether an existing Lifeline subscriber receives Lifeline service from another carrier;<sup>50</sup>
- Assist the Commission, USAC, state commissions, and other ETCs in resolving instances of duplicative enrollment by Lifeline subscribers, including by providing to USAC and/or any state commission, upon request, the necessary information to detect and resolve duplicative Lifeline claims;
- Promptly investigate any notification that it receives from the Commission, USAC, or a state commission to the effect that one of its customers already receives Lifeline services from another carrier; and
- Immediately de-enroll any subscriber whom the Company has a reasonable basis to believe<sup>51</sup> is receiving Lifeline-supported service from another ETC or is no longer eligible – whether or not such information is provided by the Commission, USAC, or a state commission.

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<sup>48</sup> See *Lifeline Reform Order*, ¶ 390; section 54.422(b)(5).

<sup>49</sup> See *Lifeline Reform Order*, ¶ 389; section 54.422(b)(1)-(4).

<sup>50</sup> The Company anticipates that the need to provide such information will sunset following the implementation of the national duplicates database.

<sup>51</sup> See section 54.405(e)(1).

## II. Description of Lifeline Service Offerings<sup>52</sup>

Global Connection will offer its prepaid wireline Lifeline service in the study areas in the states where it is designated as an ETC<sup>53</sup> and throughout the coverage area of its underlying provider(s). The Company's Lifeline offerings vary based on the underlying provider. Global Connection resells AT&T service in Alabama, Arkansas, Florida, Georgia, Michigan and North Carolina, and offers a Lifeline-discounted Basic Package<sup>54</sup> for \$19.95<sup>55</sup>, an Advantage Package<sup>56</sup> for \$24.95 and a Premium Package<sup>57</sup> for \$29.95 to eligible Lifeline customers. Global Connection resells CenturyLink, Embarq, Qwest and Sprint service in Alabama, Arkansas, Florida, Michigan and North Carolina and offers a Lifeline-discounted Basic Package<sup>58</sup> for \$32.95 and an Advantage Package<sup>59</sup> for \$49.95 to eligible Lifeline customers. The Company resells Windstream and Alltel service in Florida, Georgia and North Carolina and offers a Lifeline-discounted Basic Package<sup>60</sup> for \$26.45 and an Advantage Package<sup>61</sup> for \$36.45 to eligible Lifeline customers. Finally, Global Connection resells Verizon and Frontier services in Alabama,

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<sup>52</sup> See Compliance Plan Public Notice at 3.

<sup>53</sup> Global Connection is currently designated as a wireline ETC in Alabama, Arkansas, Florida, Georgia, Louisiana, Michigan and North Carolina.

<sup>54</sup> The Basic Package includes unlimited local calling, 911 and a published phone number.

<sup>55</sup> That rate, and all rates provide in this section, reflect the Lifeline discount.

<sup>56</sup> The Advantage Package adds to the Basic Package Caller ID, Call Waiting and 100 minutes of domestic long distance.

<sup>57</sup> The Premium Package adds to the Advantage Package Three-Way Calling, Call forwarding, Repeat Dial, Call Selector, Call Block and Call Return.

<sup>58</sup> The Basic Package includes unlimited local calling, 911 and a published phone number.

<sup>59</sup> The Advantage Package adds to the Basic Package Caller ID and Call Waiting.

<sup>60</sup> The Basic Package includes unlimited local calling, 911 and a published phone number.

<sup>61</sup> The Advantage Package adds to the Basic Package Caller ID and Call Waiting.

Florida, Michigan and North Carolina and offers a Lifeline-discounted Basic Package<sup>62</sup> for \$29.95 and an Advantage Package<sup>63</sup> for \$39.95 to eligible Lifeline customers.

Customers of any service package can purchase 100 domestic long-distance minutes for \$5.00 or unlimited domestic long-distance for \$10.00. Additional information regarding the Company's plans, rates and services can be found on its website

[www.RealHomePhone.com](http://www.RealHomePhone.com).

### **III. Demonstration of Financial and Technical Capabilities and Certifications Required for ETC Designation<sup>64</sup>**

Financial and Technical Capabilities. Revised Commission rule 54.202(a)(4), 47 C.F.R. 54.202(a)(4), requires carriers petitioning for ETC designation to demonstrate financial and technical capability to comply with the Commission's Lifeline service requirements.<sup>65</sup> The Compliance Plan Public Notice requires that carriers' compliance plan include this demonstration. Among the factors the Commission will consider are: a carrier's prior offering of service to non-Lifeline subscribers, the length of time the carrier has been in business, whether the carrier relies exclusively on Lifeline reimbursement to operate; whether the carrier receives revenues from other sources and whether the carrier has been the subject of an enforcement action or ETC revocation proceeding in any state.

Global Connection has been offering non-Lifeline and Lifeline wireline service since 1998 and began providing non-Lifeline and Lifeline-supported wireless service in

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<sup>62</sup> The Basic Package includes unlimited local calling, 911 and a published phone number.

<sup>63</sup> The Advantage Package adds to the Basic Package Caller ID and Call Waiting.

<sup>64</sup> See Compliance Plan Public Notice at 3.

<sup>65</sup> See *Lifeline Reform Order*, ¶¶ 387-388 (revising Commission rule 54.202(a)(4)).

April, 2011. The Company generates substantial revenues from non-Lifeline services and has access to capital from its investors. The majority owner of Global Connection is Milestone Partners, a Pennsylvania private equity firm. Consequently, Global Connection has not relied, and will not be relying exclusively on Lifeline reimbursement for the Company's operating revenues. The Company has not been subject to enforcement sanctions or ETC revocation proceedings in any state.

Service Requirements Applicable to the Company's Support. The Compliance Plan Public Notice requires carriers to include "certifications required under newly amended section 54.202 of the Commission's rules."<sup>66</sup> Global Connection certifies that it will comply with the service requirements applicable to the support the Company receives.<sup>67</sup> The Company provides all of the telecommunications service supported by the Lifeline program and will make the services available to all qualified consumers throughout the states in which it is designated as an ETC. The Company's services include voice telephony services that provide voice grade access to the public switched network or its functional equivalent. Further, the Company's service offerings provide its customers with unlimited minutes of use for local service at no charge to the customer. The Company's current Lifeline offerings include packages in Section II *supra* that can be used for local service.

The Company also will provide access to emergency services provided by local government or public safety officials, including 911 and E911 where available and will comply with any Commission requirements regarding E911 compliance. As discussed

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<sup>66</sup> Compliance Plan Public Notice at 3.

<sup>67</sup> 47 C.F.R. § 54.202(a)(1).

above, the Company will comply with the Commission's applicable forbearance grant conditions relating to the provision of 911 and E911 services.

Finally, Global Connection provides toll limitation service ("TLS") to its Lifeline customers at no cost, which allows low-income consumers to avoid unexpected toll charges.<sup>68</sup> The Company's Lifeline offerings include unlimited local calling, but no long distance. All customers can purchase unlimited domestic long distance for \$10.00 or 250 minutes of domestic long distance for \$5.00. Customers are not permitted to make long distance calls beyond the minutes prepaid. Therefore, customers cannot be disconnected for failure to pay toll charges, nor are there additional charges for exceeding their minutes because customers are not permitted to exceed their long distance minutes. Global Connection's long distance vendor monitors and controls long-distance usage by end users and blocks long distance calling if the customer has not prepaid for such service. The long distance vendor charges Global Connection for TLS, and Global Connection seeks reimbursement for TLS from USAC.

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<sup>68</sup> See *Lifeline Reform Order*, ¶ 230.

#### **IV. Conclusion**

Global Connection submits that its Compliance Plan fully satisfies the conditions set forth in the Commission's *Lifeline Reform Order*, the Compliance Plan Public Notice and the Lifeline rules. Accordingly, the Company respectfully requests that the Commission expeditiously approve its Compliance Plan.

Respectfully submitted,



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(202) 342-8544

*Counsel to Global Connection Inc. of  
America*

June 26, 2012

# **EXHIBIT A**

# Global Connection Inc. of America

Tel: 1-877-511-3009 • Fax: 1-888-878-9323  
P.O. Box 48269 Atlanta, GA 30362-1269



# WIRELINE LIFELINE SERVICE APPLICATION AND CERTIFICATION

## STATE NAME HERE

A complete and signed Lifeline Service Application and Certification ("Certification") is required to enroll you in Global Connection Inc. of America ("the Company's") Lifeline service program in your state. This Certification is only for the purpose of verifying your eligibility for Lifeline service and will not be used for any other purpose. Service requests will not be processed until this Form has been received and verified by Company.

**One Lifeline service per household disclosures:** Lifeline is a government assistance program and willfully making false statements to obtain a Lifeline benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Lifeline benefits are limited to a single line of service per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household may not receive multiple Lifeline discounts. You may apply your Lifeline discount to either one landline or one wireless number, but you cannot have the discount on both and you cannot receive Lifeline benefits from multiple providers. Note that not all Lifeline services are currently marketed under the name Lifeline. Lifeline is a non-transferable benefit and you may not transfer your benefit to any other person, including another eligible low-income consumer. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and potentially prosecution by the United States Government.

I hereby certify that I have read and understood the disclosures listed above and that, to the best of my knowledge, my household is not already receiving a Lifeline service benefit.

**Customer eligibility certification:** I hereby certify that I participate in at least one of the following programs (check one):

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)   | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)        | <input type="checkbox"/> Food Distribution Program on Indian Reservations (FDPIR)  |
| <input type="checkbox"/> Section 8 Federal Public Housing Assistance (FPHA) | <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP)    | <input type="checkbox"/> Bureau of Indian Affairs General Assistance (BIA)         |
| <input type="checkbox"/> Medicaid (not Medicare)                            | <input type="checkbox"/> National School Lunch Program's free lunch program    | <input type="checkbox"/> Tribally Administered TANF (TATNF)                        |
| <input type="checkbox"/> Supplemental Security Income (SSI)                 | <input type="checkbox"/> Income at or below 135% of Federal Poverty Guidelines | <input type="checkbox"/> Head Start (meeting income qualifying standards) (Tribal) |

**Tribal eligibility:** I hereby certify that I reside on Federally-recognized Tribal lands.

### Customer Application Information:

First Name \_\_\_\_\_ Middle Name \_\_\_\_\_ Last Name \_\_\_\_\_

Date of Birth: Month: \_\_\_\_\_ Day: \_\_\_\_\_ Year: \_\_\_\_\_ Last Four Digits of Social Security Number or Tribal ID Number: \_\_\_\_\_

If Qualifying for Lifeline by Income, number of Individuals in Household: \_\_\_\_\_ Home Telephone Number (if available) : \_\_\_\_\_

Residential Address (P.O. Box NOT sufficient) Address is (choose one):  Permanent  Temporary Contact Number \_\_\_\_\_

Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Billing Address (if different from Residential Address) (P.O. Box IS sufficient) Email: \_\_\_\_\_

Number: \_\_\_\_\_ Apt: \_\_\_\_\_ Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Multiple households sharing an address:

I hereby certify that I reside at an address occupied by multiple households, including adults who do not contribute income to my household and/or share in my household's expenses, and I will complete a separate additional form.

**Letter of Authorization:** This is a written authorization, until further written notice to convert to, and/or install new telephone service from my current carrier provider to Global Connection Inc. of America for local service. I authorize my local toll to be changed to Global Connection. I authorized my long-distance service to be changed to Global Connection. I authorized Global to freeze my local service to prevent any unauthorized switch from Global Connection to another carrier unless Global Connection receives written or verbal authorization from me. I authorize Global to act as my agent for these changes. I understand that there may be a charge for these changes and a charge to switch back to my previous carrier. I am authorized to make changes on the number listed below and I have read and understood that by signing and dating this form I have agreed to these authorized changes.

### Authorizations:

I hereby authorize the Company to access any records required to verify my statements on this form and to confirm my eligibility for the Lifeline program. I also authorize the Company to release any records required for the administration of the Lifeline program (e.g., name, telephone number and address), including to the Universal Service Administrative Company, to be used in a Lifeline database and to ensure the proper administration of the Lifeline Program. Failure to consent will result in denial of service.

### Additional certifications. I hereby certify, under penalty of perjury, that (Check the box next to each line):

- I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required
- I will notify the Company within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based eligibility criteria, I begin receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit. I understand that I may be subject to penalties if I fail to follow this requirement
- I am not listed as a dependent on another person's tax return (unless over the age of 60)
- The address listed below is my primary residence, not a second home or business
- If I move to a new address, I will provide that new address to the Company within 30 days
- If I provided a temporary residential address to the Company, I will verify my temporary residential address every 90 days
- I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law
- I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility within 30 days will result in de-enrollment and the termination of my Lifeline benefits
- The information contained in this certification form is true and correct to the best of my knowledge

### Applicant's Signature:

Date:

### FOR AGENT USE ONLY (check the appropriate boxes for the proof of eligibility viewed; do not copy or retain documentation):

#### Documents Acceptable Proof for Income-Eligibility (check 1):

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> The prior year's state, federal, or Tribal tax return,      | <input type="checkbox"/> A Veterans Administration statement of benefits,              | <input type="checkbox"/> Federal or Tribal notice letter of participation in General Assistance, or |
| <input type="checkbox"/> Current income statement from an employer or paycheck stub, | <input type="checkbox"/> A retirement/pension statement of benefits                    | <input type="checkbox"/> A divorce decree, child support award, or other official document          |
| <input type="checkbox"/> A Social Security statement of benefits,                    | <input type="checkbox"/> An Unemployment/Workmen's Compensation statement of benefits, | <input type="checkbox"/> containing income information for at least three months time.              |

#### Documents Acceptable Proof for Program-Eligibility (choose 1 from each list A and B below):

##### List A - Choose 1

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Section 8 Federal Public Housing Assistance (FPHA)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program's free lunch program
- Food Distribution Program on Indian Reservations (FDPIR)
- Bureau of Indian Affairs General Assistance (BIA)
- Tribally Administered TANF (TATNF)
- Head Start (meeting income qualifying standards)
- State Program 1  State Program 2

##### List B - Choose 1:

- Program participation card/document
- Prior year's statement of benefits
- Notice letter of participation
- Other official document evidencing participation \_\_\_\_\_

Last 4 digits of Document from List B \_\_\_\_\_

Date of Proof Document: \_\_\_\_\_

Expiration Date of Proof Document: \_\_\_\_\_

Applicant Account Number:

Agent/Dealer Number:

# **EXHIBIT B**

Individuals in all states are able to enroll in the Lifeline program by demonstrating that their household's annual income is at or below 135% of the Federal Poverty Guidelines. This table should be used to determine whether a Lifeline applicant is eligible for Lifeline service based on the number of individuals in the applicant's household and the applicant's household annual income:

HOUSEHOLD SIZE	INCOME LEVEL
1	\$15,080
2	\$20,426
3	\$25,770
4	\$31,118
5	\$36,464
6	\$41,810
7	\$47,156
8	\$52,502
<b>For each additional person</b>	<b>Add \$5,346</b>

**Applicants must list the number of individuals in the applicant's household on the Lifeline application form.** Applicants seeking to qualify for Lifeline service based on their household income must present one of the following documents in order to prove eligibility:

- the prior year's state, federal, or Tribal tax return
- current income statement from an employer or paycheck stub
- a Social Security statement of benefits
- a Veterans Administration statement of benefits
- a retirement/pension statement of benefits
- an Unemployment/Workmen's Compensation statement of benefits
- Federal or Tribal notice letter of participation in General Assistance
- a divorce decree, child support award, or other official document containing income information for at least three months time

**This is a Lifeline service provided by Global Connection Inc. of America. Lifeline is a government assistance program. Only one Lifeline service is available per household. Households are not permitted to receive multiple Lifeline benefits whether they are from one or multiple companies, wireless or wireline. Proof of eligibility is required for enrollment and only eligible customers may enroll in Lifeline service. Consumers who willingly make false statements to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Lifeline is a non-transferable benefit. Lifeline customers may not transfer their benefits to any other person.**

# **EXHIBIT C**

**GET  
CONNECTED**

**GOVERNMENT  
DISCOUNTED**

*Real*  
**HOME  
PHONE  
SERVICE™**

*Let's Talk for Real!*



- ✔ No Credit Check
- ✔ No Contract
- ✔ No Deposit

**FOR A  
LIMITED  
TIME!!**

**FREE\***  
**FIRST MONTH**

\*ACTIVATION FEE MAY APPLY. See back for details

**UNLIMITED\*** **LONG DISTANCE  
EASY 1+ DIALING**

Pricing for **AT&T** Service Areas.



# FREE FIRST MONTH

\*ACTIVATION FEE DOES APPLY.

## Pick Your Prepaid Plan

## Lifeline Price

### BASIC INCLUDES:

- ✔ Unlimited Local Calling
- ✔ Emergency 911 Access

**FREE MONTH**

THEN ONLY

**\$19.95<sup>+</sup>**  
Per Month

+PLUS Activation

### ADVANTAGE INCLUDES BASIC FEATURES PLUS:

- ✔ Caller ID Deluxe
- ✔ Call Waiting Deluxe
- ✔ 100 US Long Distance Minutes

**FREE MONTH**

THEN ONLY

**\$24.95<sup>+</sup>**  
Per Month

+PLUS Activation

### PREMIUM INCLUDES ADVANTAGE FEATURES PLUS:

- ✔ Call Forwarding
- ✔ 3 Way Calling
- ✔ Call Blocking
- ✔ Speed Dial

**FREE MONTH**

THEN ONLY

**\$29.95<sup>+</sup>**  
Per Month

+PLUS Activation

\*Non-Lifeline charges are \$12.75 more.

+PLUS Taxes, Fees and Surcharges.

**UNLIMITED\***  
**LONG DISTANCE MINUTES**

Easy 1+ dialing, **NO ACCESS CODE REQUIRED.**

**ONLY \$10** Per Month

\*restrictions apply. Go to [www.RealHomePhone.com](http://www.RealHomePhone.com) for details.

## Lifeline Eligibility Requirements:

You may be eligible for a discounted service if you receive any of the following:

- Medicaid
- Supplemental Security Income (**SSI**)
- Federal Public Housing Assistance / **Section 8**
- Temporary Assistance for Needy Families (**TANF**)
- Supplemental Nutrition Assistance Program (**SNAP**)
- Low Income Home Energy Assistance Program (**LIHEAP**)
- National School Lunch Program's free lunch program
- Income at or below 135% of Federal Poverty Guidelines

**REQUIREMENTS VARY BY STATE, INQUIRE AT AGENT LOCATION**

### For non-Lifeline customers

A one-time activation fee of \$40 required to initiate service. MRC is up to \$12.75 higher than above Lifeline pricing.

### IMPORTANT

### LIFELINE WIRELINE SERVICE INFORMATION:

Lifeline is a government assistance program. **Only one Lifeline service is available per household.** A violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in your de-enrollment from the program. **Your household is not permitted to receive multiple Lifeline benefits** whether they be from one or multiple companies. This includes wireline and wireless services. **Lifeline is a non-transferable benefit.** You may not transfer your benefit to any other person. **You must activate your service.** **Lifeline is a federal benefit.** Willingly making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. **Proof of eligibility is required and only eligible customers may enroll. Proof** may consist of eligible program card or statement of benefits.

Limited time offer. Offer subject to change without notice. Prices and features subject to service area.

Hablamos Español

Service provided by:  
**GLOBAL CONNECTION**  
Global Connection Inc. of America