



August 10, 2025

Florida Public Service Commission
Office of Industry Development & Market Analysis
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Attention: Sam Day

Please see the attached LIFELINE DATA REQUEST 2025 for Global Connection Inc. of America dba StandUp Wireless. Should you have any questions, please do not hesitate to reach out to me at 352-233-2717 or tallen@telecomservicebureau.com.

Thank you,

A handwritten signature in cursive script, appearing to read "Jina Calhoun".

Compliance Director
Telecom Service Bureau, Inc
O: 352-233-2700
D: 352-233-2717
C: 352-361-9310
F: 352-233-2724

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COMMISSION
CLERK

2025 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2025**. Your responses should include your company name, contact person, and email address.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2024, through June 30, 2025. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Please see the below chart for the numbers Global Connection Inc. of America dba StandUp Wireless claimed on FCC Lifeline Claims sheet each month from July 2024 to June 2025.

Month	Voice	Broadband	Bundled	Total
July 2024	0	0	4073	4073
August 2024	0	0	28982	28982
September 2024	235	0	54380	54615
October 2024	262	0	75177	75439
November 2024	270	0	98080	98350
December 2024	0	0	108440	108440
January 2025	0	0	91231	91231
February 2025	0	0	98162	98162
March 2025	0	0	106909	106909
April 2025	0	0	105056	105056
May 2025	0	0	94934	94934
June 2025	0	0	78682	78682

2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month? Global Connection Inc. of America dba StandUp Wireless does not have any customers receiving the Transitional Lifeline discount.
3. How is the Transitional Lifeline discount offered and applied to eligible customers? Global Connection Inc. of America dba StandUp Wireless does not have any customers receiving the Transitional Lifeline discount.
4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered

to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both. Global Connection Inc. of America dba StandUp Wireless offers the following plans to Lifeline customers in Florida:

1,000 Minutes Talk
Unlimited Text
4.5 GB Data

5. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline. Global Connection Inc. of America dba StandUp Wireless promotes Lifeline through outreach and educational efforts, in-person distribution events, direct mail campaigns, advertisements in materials most likely to reach the consumers who qualify, such Thrifty Nickel ads, and through google ad-words, and the company's own website.
- b. Outreach and educational efforts involving participation in community events. Global Connection Inc. of America dba StandUp Wireless has agent teams providing in-person distribution in and around the following areas of Florida: Bradenton, Bunnell, Cape Coral, Clearwater, Cocoa, Cutler Bay, Fort Lauderdale, Hernando, Hialeah, Holiday, Homestead, Homosassa, Jacksonville, Lake Worth, Merritt Island, Miami, Miami Beach, Miami Gardens, Opa-locka, Orange Park, Ormond Beach, Pensacola, Port Charlotte, Rockledge, Saint Petersburg, Sunrise, Tallahassee, Tampa, Titusville, Winter Haven
- c. Outreach and educational efforts involving mass media (newspaper, radio, television). Global Connection Inc. of America dba StandUp Wireless has not had any mass media outreach through newspapers, radio, or television during the data request timeframe. The company did advertise in Thrifty Nickel ads.
- d. Copies of Lifeline outreach materials used by your company. Please see attached.
- e. Links to any Lifeline information available on your company's website.
<https://standupwireless.com/lifeline/>
<https://standupwireless.com/lifeline/how-to-qualify>
<https://standupwireless.com/lifeline/plans/>
<https://standupwireless.com/recert/>
<https://standupwireless.com/apply-now>
- f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline. The in person distribution teams have partnered with local welfare offices and community service centers in their area.
- g. If the company offers Lifeline under multiple brands, provide a comprehensive list. Global Connection Inc. of America only offers Lifeline using the StandUp Wireless brand.
- h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers. Global Connection Inc. of America dba StandUp Wireless does offer free devices to the consumer, or they will offer SIM only plans if the customer would like to use their own device.
- i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed. Due to the absence of the Affordable Connectivity Program, Global Connection Inc. of America dba StandUp Wireless has seen an impact in customers enrolling in the Lifeline only plan.

6. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier. Global Connection Inc. of America dba StandUp Wireless does have in-person representatives who help the customer through the National Verifier as part of the in-person order process through Telgoo5. The reps

do not go to the National Verifier directly. The National Verifier is reached via API through the Telgoo5 enrollment app.

The company does not help customers through the National Verifier over the phone through the call center. The call center will direct the customer to apply online through the LifelineSupport@usac.org. The customer can also apply online at <https://signup.standupwireless.com/ords/r/suw1/standup-wireless-enrollment/home> which will redirect them through the National Verifier application.

The company has experienced outages with the National Verifier from time to time.

7. In accordance with Florida Administrative Code 25-4.0665(3), are you participating in the Lifeline Promotion Process (i.e., downloading qualified customer contact information from the FPSC)? If not, please explain why. Global Connection Inc. of America dba StandUp Wireless is downloading customer contact information from the FPSC and sending the customer information for how to apply for StandUp services through their website.
8. Within the last year, has any of the following events affecting the company occurred:
 - a. Filed for bankruptcy? If yes, please identify the chapter and the date filed. Global Connection Inc. of America dba StandUp Wireless has not filed for bankruptcy.
 - b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number. Global Connection Inc. of America dba StandUp Wireless has not had any FCC enforcement actions relating to Florida Lifeline customers.
 - c. Changes to the ownership or corporate structure? If yes, please elaborate or explain. Global Connection Inc. of America dba StandUp Wireless has not had any changes to ownership. They did have a change in Compliance Officers from Jennifer Carter to Tina Allen.
9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Monica Vasquez
Compliance Manager
678-741-6214 Direct line for FLPSC contact
1-800-544-4441 for customers
Compliance@StandUpWireless.com



1,000 Minutes of Talk, Unlimited Text, and 4.5 GB of Data!

Free every month
with your Lifeline benefit.



**You may have to show proof of participation, like a benefit letter
or official document, when you apply for Lifeline.**

How to Qualify

**You can get Lifeline if your household income is at or below 135% of the Federal Poverty Guidelines, or if
you (or someone in your household) participate in:**

- ▶ Supplemental Nutrition Assistance Program (SNAP)
- ▶ Medicaid
- ▶ Supplemental Security Income (SSI)
- ▶ Federal Public Housing Assistance (Section 8)
- ▶ Veterans Pension and Survivors Benefit
- ▶ Other programs may apply -
ask your enrollment representative!

Ask If You Qualify!

standupwireless.com

1-800-544-4441

**Unresolved questions or complaints may be directed to your local Public Utilities Commission or customers in the states listed below may direct unresolved questions
or complaints to the following organizations:**

Colorado Public Utilities Commission: Consumer Affairs - 800-456-0858, 303-894-8070

Georgia Public Service Commission: Consumer Affairs - 800-282-5813, 404-656-4501

Pennsylvania Utility Commission Bureau of Consumer Services-800-692-7380 or for FDD PA Relay Center 800-682-8706 (voice) or 800-682-8786 (TTY)

Kansas Commission's Office of Public Affairs and Consumer Protection - 800-662-0027 or 785-271-3140, TD 800-766-3777

Massachusetts Consumer Divisions Department of Telecommunications & Cable - 800-392-6066 or 617-305-3531

This is a Lifeline supported service. Lifeline is a government assistance program. Only eligible consumers may enroll. Eligibility is based on income or participation in certain government benefit programs and is determined by the National Verifier (documentation may be required). You must be eligible to be enrolled in Lifeline. Lifeline benefits are non-transferable and limited to one per household (wireless or wireline). Customers who willfully make false statements in order to obtain the Lifeline benefit can be punished by fine, imprisonment, or being barred from the program. Plans include a minimum of 1,000 Minutes, Unlimited Text, and 4.5 GB of Data. Offers vary by state and service may not be available in all states or areas. Service provided by Global Connection Inc. of America d/b/a StandUp Wireless. Visit www.standupwireless.com for Lifeline eligibility criteria and applicable terms & conditions.

**11,000 minutos de
conversación,
mensajes de texto
ilimitados y 4.5 GB
de datos!**

**Gratis todos los meses con
tu beneficio de Lifeline.**



**Es posible que debas mostrar pruebas de participación, como una
carta de beneficios o un documento oficial, cuando solicites Lifeline.**

Cómo calificar

**Puede obtener Lifeline si los ingresos de su hogar son iguales o inferiores al 135 % de las pautas federales
de pobreza, o si usted (o alguien en su hogar) participa en:**

- ▶ Cupones para alimentos - Programa de asistencia
nutricional suplementaria (SNAP)
- ▶ Medicaid
- ▶ Seguridad de Ingreso Suplementario (SSI)
- ▶ Asistencia Federal para Vivienda Pública
(Sección 8)
- ▶ Pensión para veteranos y beneficio
para sobrevivientes
- ▶ Es posible que se apliquen otros programas:
¡pregúntele a su representante de inscripción!

¡Pregunta si calificas! standupwireless.com 1-800-544-4441

**Las preguntas o quejas no resueltas se pueden dirigir a su Comisión de Servicios Públicos local o los clientes en los estados que se enumeran a continuación pueden
dirigir las preguntas o quejas no resueltas a las siguientes organizaciones:**

Comisión de Servicios Públicos de Colorado: Asuntos del Consumidor - 800-456-0858, 303-894-8070

Comisión de Servicios Públicos de Georgia: Asuntos del Consumidor - 800-282-5813, 404-656-4501

Oficina de Servicios al Consumidor de la Comisión de Servicios Públicos de Pennsylvania: 800-692-7380 o para FDD PA Relay Center 800-682-8706 (voz) o 800-682-8786 (TTY)

Oficina de Asuntos Públicos y Protección al Consumidor de la Comisión de Kansas: 800-662-0027 o 785-271-3140, TD 800-766-3777

Departamento de Telecomunicaciones y Cable de la División de Consumidores de Massachusetts: 800-392-6066 o 617-305-3531

Este es un servicio respaldado por Lifeline. Lifeline es un programa de asistencia gubernamental. Solo los consumidores elegibles pueden inscribirse. La elegibilidad se basa en el ingreso o la participación en ciertos programas de beneficios gubernamentales y es determinada por el Verificador Nacional (puede ser necesario presentar documentación). Debes ser elegible para ser inscrito en Lifeline. Los beneficios de Lifeline no son transferibles y están limitados a uno por hogar (inalámbrico o de línea fija). Los clientes que hagan declaraciones falsas con el fin de obtener el beneficio de Lifeline pueden ser castigados con multas, prisión o ser excluidos del programa. Los planes incluyen un mínimo de 1,000 minutos, mensajes de texto ilimitados y 4.5 GB de datos. Las ofertas varían según el estado y el servicio puede no estar disponible en todos los estados o áreas. Servicio proporcionado por Global Connection Inc. of America d/b/a StandUp Wireless. Visita www.standupwireless.com para conocer los criterios de elegibilidad de Lifeline y los términos y condiciones aplicables.

The Lifeline Program

WHAT YOU NEED TO APPLY:

Unexpired Government Issued ID

HOW TO QUALIFY:

- Food Stamps – Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans Pension and Survivors Benefit
- Income Eligibility (household income must be at or below 135% of the federal poverty line)
- Other Programs Available. Ask your agent for more information!



USE YOUR SERVICE:

• USE WITH YOUR PHONE

You may use your StandUp Wireless SIM card in a phone to make calls and send text messages. You can also use the SIM card in a phone to make it a mobile hotspot and create your own WiFi. Then, you can access the Internet on a tablet or computer.

• ONE PER HOUSEHOLD

Only one monthly service discount and one device discount is allowed per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes.

standupwireless.com

1-800-544-4441

support@standupwireless.com

Unresolved questions or complaints may be directed to your local Public Utilities Commission or customers in the states listed below may direct unresolved questions or complaints to the following organizations:

Colorado Public Utilities Commission: Consumer Affairs – 800-456-0858, 303-894-8070

Georgia Public Service Commission: Consumer Affairs – 800-282-5813, 404-656-4501

Pennsylvania Utility Commission Bureau of Consumer Services – 800-692-7380 or for FDO PA Relay Center 800-682-8706 (voice) or 800-682-8786 (TTY)

Kansas Commission's Office of Public Affairs and Consumer Protection – 800-667-0077 or 785-271-3140, TD 800-766-3777

Massachusetts Consumer Divisions Department of Telecommunications & Cable – 800-397-6066 or 617-305-3531

Telecommunications Bureau of the Puerto Rico Public Service Regulatory Board: Unresolved questions or complaints and to seek revision of any adverse decision contact: 500 Ave. Roberto H. Todd (Parada 18-Santurce), San Juan, Puerto Rico 00907-3941.

Washington: Washington State Office of Attorney General, Consumer Protection Division at 1-800-551-4636 or 206-464-6684 or <https://www.atg.wa.gov/consumer-protection>

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The Lifeline Program

LO QUE NECESITA PARA APLICAR:

Identificación vigente emitida por el gobierno

CÓMO CALIFICAR:

- Cupones de alimentos - Programa de Asistencia Nutricional Suplementaria (SNAP)
- Medicaid
- Ingreso de Seguridad Suplementario (SSI)
- Asistencia Federal de Vivienda Pública (Sección 8)
- Beneficio de Pensión para Veteranos y Sobrevivientes
- Elegibilidad de ingresos (los ingresos del hogar deben ser iguales o inferiores al 135% del nivel federal de pobreza)
- Otros programas disponibles. ¡Pídale más información a su agente!



UTILICE SU SERVICIO:

• ÚSELO CON SU TELÉFONO

Puede usar su tarjeta SIM StandUp Wireless en un teléfono para hacer llamadas y enviar mensajes de texto. También puede usar la tarjeta SIM en un teléfono para convertirlo en un punto de acceso móvil y crear su propio WiFi. Luego, puede acceder a Internet en una tableta o computadora.

• UNO POR HOGAR

Solo se permite un descuento mensual por servicio y un descuento por dispositivo por hogar. Los hogares separados que viven en la misma dirección son elegibles, incluidos los residentes de refugios para personas sin hogar y hogares de ancianos.

standupwireless.com

1-800-544-4441

support@standupwireless.com

Las preguntas o quejas no resueltas se pueden dirigir a su Comisión de Servicios Públicos local o los clientes en los estados enumerados a continuación pueden dirigir las preguntas o quejas no resueltas a las siguientes organizaciones:

Comisión de Servicios Públicos de Colorado: Asuntos del Consumidor - 800-456-0858, 303-894-80700

Comisión de Servicios Públicos de Georgia: Asuntos del Consumidor - 800-282-5813, 404-656-4501

Oficina de Servicios al Consumidor de la Comisión de Servicios Públicos de Pensilvania: 800-692-7380 o para FDD PA Relay Center 800-682-8706 (voz) o 800-682-8786 (TTY)

Oficina de Asuntos Públicos y Protección al Consumidor de la Comisión de Kansas: 800-667-0027 o 785-271-3140, TD 800-766-3777

Departamento de Telecomunicaciones y Cable de la División de Consumidores de Massachusetts: 800-392-6066 o 617-305-3531

Negociado de Telecomunicaciones de la Junta Reglamentaria de Servicio Público de Puerto Rico: Preguntas o quejas no resueltas y para solicitar la revisión de cualquier decisión adversa comunicarse a: 500 Ave.

Roberto H. Todd (Parada 18-Santurce), San Juan, Puerto Rico 00907-3941.

Washington: Oficina del Fiscal General del Estado de Washington, División de Protección al Consumidor al 1-800-551-4636 o 206-464-6684 o <https://www.atg.wa.gov/consumer-protection>

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colors to choose from, microchipped puppy shots, vet checked, test or message 319-750-3123



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colors to choose from, microchipped puppy shots, vet checked, test or message 319-750-3123



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SEE IF YOU QUALIFY, APPLY TODAY! standupwireless.com/printad

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