

**Expert Telecom Compliance, Inc.**

1725 Windward Concourse  
Suite 150  
Alpharetta, Georgia 30005

July 6, 2017

**VIA ELECTRONIC DELIVERY**

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Re: FCC Form 481 – Global Connection Inc. of America

Dear Sir/Madam:

Pursuant to 47 C.F.R. § 54.422, enclosed please find for filing a copy of Global Connection Inc. of America's Eligible Telecommunications Carrier Annual Report (FCC Form 481).

- 1) Victoria Martin  
etc@telecomcounsel.com  
1725 Windward Concourse, Ste 150  
Alpharetta, Georgia 30005
- 2) Undocketed
- 3) On behalf of Global Connection Inc. of America
- 4) 24 pages including cover letter
- 5) Pursuant to 47 C.F.R. 54.422, attached please find a copy of Global Connection Inc. of America's FCC Form 481

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me at 678-672-2831 or etc@telecomcounsel.com.

Respectfully submitted,

*/s/ Victoria Martin*

Victoria Martin, Regulatory Specialist  
Expert Telecom Compliance, Inc.

**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	219016
<015> Study Area Name	Global Connection Inc of America
<020> Program Year	2018
<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
Form Type	54.422



**(300) Unfulfilled Service Request  
Data Collection Form**

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

<010> Study Area Code	219016
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<039> Contact Email Address - Email Address of person identified in data line <030>	Esmith@GCIOA.com

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)  
\_\_\_\_\_  
Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)  
\_\_\_\_\_  
Name of Attached Document

(400) Number of Complaints per 1,000 customers  
Data Collection Form

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

<010>	Study Area Code	219016
<015>	Study Area Name	Global Connection Inc of America
<020>	Program Year	2018
<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
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

**(500) Compliance With Service Quality Standards and Consumer Protection Rules**  
**Data Collection Form**

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

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<030>	Contact Name - Person USAC should contact regarding this data	Edward Smith
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Esmith@GCIOA.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

**(600) Functionality in Emergency Situations  
Data Collection Form**

FCC Form 481  
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July 2013

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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
<600>	Certify compliance regarding ability to function in emergency situations	
<610>	Descriptive document for Functionality in Emergency Situations	









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

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

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

<900> Does the filing entity offer tribal land services? (Y/N)

<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 PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <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.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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

<1000> Voice services rate comparability certification

<1010> Attach detailed description for voice services rate comparability compliance

\_\_\_\_\_  
Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

\_\_\_\_\_  
Name of Attached Document

<b>(1100) No Terrestrial Backhaul Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	219016
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<030>	Contact Name - Person USAC should contact regarding this data	Edward Smith
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<039>	Contact Email Address - Email Address of person identified in data line <030>	Esmith@GCIOA.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

<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).

<b>(1200) Terms and Condition for Lifeline Customers</b> <b>Lifeline</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<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_2017 FL Wireline.docx   Name of Attached Document
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<1220> Link to Public Website	HTTP
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“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, | <input style="width: 20px; height: 15px;" type="checkbox"/> |
|--|---|
- |   |   |
|---|---|
| <1222> Details on the number of minutes provided as part of the plan, | <input style="width: 20px; height: 15px;" type="checkbox"/> |
|---|---|
- |   |   |
|---|---|
| <1223> Additional charges for toll calls, and rates for each such plan. | <input style="width: 20px; height: 15px;" type="checkbox"/> |
|---|---|

<b>(2005) Price Cap Carrier Additional Documentation</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	July 2013

<b>&lt;010&gt;</b>	Study Area Code	219016
<b>&lt;015&gt;</b>	Study Area Name	Global Connection Inc of America
<b>&lt;020&gt;</b>	Program Year	2018
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<b>&lt;039&gt;</b>	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 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**

<b>&lt;2011&gt;</b> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	<input style="width: 100px; height: 20px;" type="text"/>	
<b>&lt;2022&gt;</b> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<b>&lt;2023&gt;</b> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<b>&lt;2024A&gt;</b> Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 100%; height: 50px;" type="text"/>
<b>&lt;2024B&gt;</b> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	Name of Attached Document Listing Required Information
<b>&lt;2025A&gt;</b> Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 100%; height: 50px;" type="text"/>
<b>&lt;2025B&gt;</b> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	<input style="width: 100px; height: 20px;" type="text"/>	Name of Attached Document Listing Required Information
<b>&lt;2015&gt;</b> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)	<input style="width: 100px; height: 20px;" type="text"/>	

**(2005) Price Cap Carrier Additional Documentation**

**Data Collection Form**

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

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

**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)}**

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)



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

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure 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.

(3009) Progress Report on 5 Year Plan  
 Carrier certifies to 54.313(f)(1)(iii)

(3010A) Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}

(3010B) Please Provide Attachment Name of Attached Document Listing Required Information

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

(3012B) Please Provide Attachment 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 PDF, 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) with 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 Borrowers

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

(3021) Management letter and/or 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) with Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information Name of Attached Document Listing Required Information

<b>(3005) Rate Of Return Carrier Additional Documentation (Continued)</b>	FCC Form 481
<b>Data Collection Form</b>	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	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

**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	

<010>	Study Area Code	219016
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**4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

**Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)**

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

**Community Anchor Institutions – FCC 14-98 (paragraph 79)**

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

**If yes to 4003A, please provide a response for 4003B.**

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. Name of Attached Document Listing Required Information

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**Broadband Deployment Locations – FCC 14-98 (paragraph 80)**

**4004a.** Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481. Name of Attached Document Listing Required Information

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**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area. Name of Attached Document Listing Required Information

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<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	Esmith@CCIOA.com

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

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
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.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt; Study Area Code</b>	219016
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<b>&lt;030&gt; Contact Name - Person USAC should contact regarding this data</b>	Edward Smith
<b>&lt;035&gt; Contact Telephone Number - Number of person identified in data line &lt;030&gt;</b>	6787416246 ext.
<b>&lt;039&gt; Contact Email Address - Email Address of person identified in data line &lt;030&gt;</b>	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	
<p>I certify that (Name of Agent) <u>Expert Telecom Compliance, Inc.</u> 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.</p>	
Name of Authorized Agent:	Expert Telecom Compliance, Inc.
Name of Reporting Carrier:	Global Connection Inc of America
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date: 07/05/2017</span>
Printed name of Authorized Officer:	Edward Smith
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	6787416246 ext.
Study Area Code of Reporting Carrier:	219016 <span style="float: right;">Filing Due Date for this form: 07/03/2017</span>
<small>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.</small>	

**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	
<p>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.</p>	
Name of Reporting Carrier:	Global Connection Inc of America
Name of Authorized Agent Firm:	Expert Telecom Compliance, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE <span style="float: right;">Date: 06/29/2017</span>
Name of Authorized Agent Employee:	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:	6786722831 ext.
Study Area Code of Reporting Carrier:	219016 <span style="float: right;">Filing Due Date for this form: 07/03/2017</span>
<small>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.</small>	

## Attachments

**Global Connection Inc. of America**

**FLORIDA RATES**

**Residential Local Exchange Service**

**Installation Charges**

	<b>AT&amp;T Areas</b>	<b>All Other Areas</b>
Connection Fee*	\$40.00	\$85.00
Restoration Fee	\$28.00	\$28.00
Name Change	\$20.00	\$20.00
Number Change	\$35.00	\$35.00
Transfer	\$59.95	\$59.95
Add/Change/Delete Features	\$15.00	\$15.00
Reconnect Line	\$40.00	\$40.00
Change Order Fee	\$15.00	\$15.00

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

**Service Rates**

	<b>AT&amp;T Areas</b>	<b>All Other Areas</b>
Monthly Residential Service <b>Basic</b>	\$33.45	\$49.45
<b>Advantage</b> (includes caller ID plus Call Waiting; also includes 250 minutes LD)	\$38.45	\$59.45
<b>Premium</b> (includes 7 calling features and 250 minutes LD)	\$43.45	N/A
Directory Assistance, per call	\$2.99	\$2.99

**Discounts**

Lifeline customers receive a \$12.75 discount off of the monthly price of their service plan.

## Global Connection Inc. of America

### FLORIDA RATES

#### Optional Features

The following features are included with a Customer's local service that elects to purchase the Company's UNE package. A Customer that elects to purchase the Company's basic package may add one or more of the following features at the monthly price indicated:

Call Waiting	\$8.00
Call Waiting Deluxe	\$10.00
Call Forwarding	\$10.00
Three Way Calling	\$10.00
Speed Dial	\$10.00
Call Return	\$10.00
Caller ID / Caller ID Deluxe	\$12.00
Call Block	\$10.00
Call Tracing	\$10.00
LD 250 minutes	\$5.00
LD unlimited minutes	\$10.00

#### Optional Services

Unpublished Number*	\$7.00
Maintenance Plan	\$7.50

\*Requires Change fee