

Washington State Conditions on Designation of Global Connection Inc. of America d/b/a StandUP Wireless as an Eligible Telecommunications Carrier

1. Within 30 days of approval of its ETC designation in Washington and prior to offering Lifeline services, Global Connection must make a compliance filing for approval by the Commission containing the following:
 - a. Global Connection's Lifeline rate plans, terms, and conditions. The rates, terms and conditions shall include all provisions that apply to the Lifeline services offered by Global Connection Inc. in Washington State and detailed procedures explaining how customers can participate in a particular Lifeline plan.
 - b. Global Connection's proposed language to be used in all advertising of Lifeline services and on its websites. The language shall include information directing customers to the Washington State Office of the Attorney General for complaints regarding any Lifeline service issues.
 - c. Global Connection's Lifeline Customer Application Form.

Commission staff shall review Global Connection's compliance filing and recommend to the Commission whether it should be approved or rejected within 10 business days. Global Connection shall not offer Lifeline services until the Commission has approved its compliance filing.

2. Global Connection shall file with the Commission any future changes to its rates, terms, or conditions at least one day prior to the effective date of the change.
3. The information on Global Connection's rates, key terms, and conditions (e.g., return policy, usage definition, refill methods, annual certification requirement, and customer service contact) shall be provided in a package sent or given to Lifeline customers after enrollment in Global Connection's Lifeline program, as well as at Global Connection's official Lifeline website.
4. Global Connection shall provide Lifeline customers with the choice of all other rate plans available to its regular customers.
5. For the rate plan free of charge to customers, Global Connection must meet the FCC's minimum service standards.
6. Global Connection shall follow the FCC's deactivation standards.
7. On a quarterly basis beginning with the quarter ending on December 31, 2022, Global Connection shall provide the number of Lifeline customers that it enrolls each month.

Global Connection shall also report the number of deactivated Lifeline customers each month by service plan and the reasons for deactivation (e.g., no usage for 60 consecutive days, annual verification unsuccessful, or voluntary exit). Quarterly reports shall be filed with the Commission no later than 30 days after the end of each quarter.

8. Global Connection shall respond within 30 days to Commission staff's information requests on Global Connection's Lifeline operations, including, but not limited to, Lifeline customers' usage patterns and Lifeline customer records.
9. Global Connection shall cooperate with the Commission and the Universal Service Administrative Company (USAC), including full participation in the new National Verifier system.
10. Global Connection must not deduct airtime minutes for calls to the suicide and crisis prevention lifeline by dialing 988 or calls to customer care made from the customer's handset by dialing 611. 988 has been recently designated as the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline. Global Connection shall explicitly state the policy of free 988 and 611 calls in its Lifeline service agreements. Global Connection may require the customer to call the toll-free customer care number from another phone if necessary to resolve technical issues related to the handset or its programming.
11. Global Connection shall file with the Commission, by March 31 of each year, a report on the number of complaints, categorized by the different nature of complaints that it received from Washington Lifeline customers during the prior calendar year (e.g., billing disputes and service quality complaints). This report shall include complaints filed with Global Connection, the Commission's Consumer Protection and Communications Section, the Washington State Office of the Attorney General, and the Federal Communications Commission (FCC). This report shall not include calls from customers to Global Connection with regard to general inquiries such as account balance, additional purchases, service availability or technical support. The Commission reserves the rights to revoke Global Connection's ETC designation if Global Connection fails to provide reasonable quality of service.
12. Global Connection shall cooperate with the Washington State Enhanced 911 Program (E911) and all Public Safety Answering Points on E911 issues and shall, upon request, designate a representative to serve as a member or alternate member of the Washington State E911 Advisory Committee or its Communications Sub-committee.
13. Global Connection shall comply with rules on cessation of business as specified in WAC480-120-083.
 - a. Prior to cessation of business, Global Connection shall make arrangements with its underlying carriers to provide minutes already sold to customers under the

same terms and conditions it has with the customers or provide refunds to the existing customers.

- b. Global Connection shall provide written notice to the following persons at least 30 days in advance of cessation of service:
 - i. The Commission;
 - ii. The state 911 program;
 - iii. Each of its customers;
 - iv. The national number administrator.
 - c. The notice to the Commission and the state 911 program must include the same information required by WAC 480-120-083(3).
 - d. The notice to the customers must include the same information required by WAC 480-120-083(4).
 - e. The notice to the national number administrator must include the same information required by WAC 480-120-083(7).
 - f. Global Connection shall file with the Commission at least 30 days in advance of its cessation of business and request the relinquishment of its ETC designation in Washington.
14. Global Connection shall collect and maintain necessary records and documentation to ensure its compliance with the applicable FCC and Commission requirements, including existing requirements and any future modifications. The records and documentation shall be provided to Commission staff upon request.
 15. Global Connection shall cooperate with Commission staff on phone number conservation issues and shall comply with 47 C.F.R. § 52.
 16. Global Connection shall comply with all applicable federal and Washington state statutes and regulations, including E911 tax contributions.