

**BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS**

In the Matter of the Petition of GO MD USA LLC for Designation as an Eligible Telecommunications Carrier in the State of Kansas for the Limited Purpose of Providing Lifeline Service to Qualifying Customers	DOCKET NO. 25-GOMT-124-ETC_
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CORRECTED REVISED APPLICATION

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**BEFORE THE STATE CORPORATION
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In the Matter of the Petition of GO MD USA LLC FOR LIMITED DESIGNATION AS AN ELIGIBLE TELECOMMUNICATIONS CARRIER	DOCKET NO. 25-GOMT-124-ETC
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I. INTRODUCTION

GO MD USA LLC (“GO MD USA” or the “Company”), pursuant to Section 214(e)(2) of the Communications Act of 1934, as amended (the “Act”)¹ and Sections 54.101 through 54.207² of the Rules of the Federal Communications Commission (“FCC”),³ and Kansas law and the rules and regulations of the Kansas Corporation Commission (the “Commission”), hereby submits this Application for Designation as an Eligible Telecommunications Carrier (“ETC”) in the State of Kansas. The Company seeks ETC designation solely for the limited purpose of providing Lifeline service to qualifying Kansas consumers. The Company had offered service to such customers as an approved provider in the Federal Communications Commission’s Affordable Connectivity Program (“ACP”).⁴

¹ 47 U.S.C. § 214(e)(2).

² 47 C.F.R. §§ 54.101-54.207.

³ GO MD USA files this Application in accordance with the rules adopted by the FCC in the 2012 Lifeline Reform Order. *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 Nos. 11-42 and 03-109, CC Docket No. 96-45, WC Docket No. 12-23, Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11 (rel. Feb. 6, 2012) (“2012 Lifeline Reform Order”)

⁴ The United States Congress has yet to re-authorize the Affordable Connectivity Program, which has expired. The Company expects that the program will be revived, and the Company will be ready to participate if and when it is. The purpose of mentioning it in this petition is to demonstrate our familiarity with the program, our experience with it and our willingness and ability to participate in the future. Further, by providing Lifeline Service

The Company seeks this limited ETC designation in the State of Kansas only for the purpose of providing low-income consumers with Lifeline services throughout the State of Kansas and thereby also requests and any requirement mapping the specific areas be waived. The Company does not make an application for ETC designation to offer services support by federal universal service funds and high-cost programs – only Lifeline services under the Lifeline Program.⁵

As demonstrated herein, and as certified in Exhibit 1 to this Petition, the Company meets all statutory and regulatory requirements for designation as an ETC in Kansas, including the requirements outlined in the FCC’s Lifeline and Link Up Reform Order,⁶ Lifeline Modernization Order,⁷ and Fifth Report and Order.⁸ Granting this Petition, would advance the public interest because it would enable the Company to commence much needed Lifeline services to low-income Kansas residents as soon as possible. Accordingly, the Company respectfully requests that the Commission expeditiously approve this Petition.

to eligible customers, the Company can provide them with the choice of Lifeline or ACP service immediately when Congress funds the ACP program, as well as proving existing ACP clients Lifeline service.

⁵ GO MD USA knows of no pending complaints based upon its provision of services to low-income consumers.

⁶ In the Matter of 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 (rel. Feb. 6, 2012) (“Lifeline and Link Up Reform Order”).

⁷ In the Matter of Lifeline and Link Up Reform and Modernization, Telecommunications Carriers Eligible for Universal Service Support, Connect America Fund, WC Docket No. 11-42, WC Docket No. 09-197, WC Docket No. 10-90, Third Report and Order, Further Report and Order, and Order on Reconsideration, FCC 16-38 (rel. Apr. 27, 2016) (hereinafter, “Third Report and Order” or “Lifeline Modernization Order”).

⁸ In the Matter of Bridging the Digital Divide for Low-Income Consumers, Lifeline and Link Up Reform and Modernization, Telecommunications Carriers Eligible for Universal Service Support, WC Docket No. 17-287, WC Docket No. 11-42, WC Docket No. 09-197, Fifth Report and Order, Memorandum Opinion and Order and Order on Reconsideration, and Further Notice of Proposed Rulemaking, FCC 19-111 (rel. Nov. 14, 2019) (hereinafter, “Fifth Report and Order”).

All correspondence, communications, pleadings, notices, orders and decisions relating to this Petition should be addressed to:

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Upon receiving the requested designation as an ETC, the Company will provides the supported services through the requested designation service area and Offer Lifeline service to qualified low- income consumers who reasonably request it, throughout the State of Kansas and, specifically and immediately, to consumers in the Zip Codes identified in Exhibit 3.

II. COMPANY OVERVIEW

GO MD USA LLC is a South Dakota limited liability company with a principal address at 3385 Airways Blvd Suite 201, Memphis, TN 38116. GO MD USA provides, among other things, wireless telecommunications and data services. GO MD USA has been a disruptive force in mobile telehealth technologies because of its unique business model and extensive use of modern technologies.⁹ In addition to providing ETC services in the past, GO MD USA is now building the nation's first virtualized, cloud-native, Open Mobile Telehealth Mobile Network - based 5G broadband network as a partnership or membership service. To facilitate the buildout, GO MD USA will be entering into multi-year agreements with multiple partners. Because GO MD USA actively sub-contracts wireless facilities around the country, it is well

⁹ GO MD USA was organized on December 22, 2022.

positioned to identify opportunities to target build-outs in under-served areas. It can, for example, make maximum use of both existing footprints and develop new CBRS access points through the use of microtowers. These microtowers transmit voice and data more quickly than simple use of existing towers, allowing a more efficient use of bandwidth where the traffic justifies or establishes a need for it. Such microtowers can and will be employed where there is sufficient demand for Lifeline and other services by putting them on existing utility poles, reducing the time for deployment. Upon approval of this request, microtowers can be established within two months in areas where they will provide substantial benefits to consumers.

Even as the 5G network partner relationships are expanding, GO MD USA can compete in the retail wireless space and has done so in the past as (and will seek to be when funding is approved) an approved provider in the Federal Communications Commission's Affordable Connectivity Program ("ACP").¹⁰ GO MD USA will use AT&T and T-Mobile wireless facilities to provide discounted mobile broadband service throughout the United States where approved. It will, as noted above, establish micro towers for CBRS service and will continue to use its own, propriety routing facilities to provide data access. Its consumer programs include plans bundling voice, text messaging, and mobile broadband services.¹¹ Here, as in other states, GO MD USA seeks designation as a wireless ETC for the limited purpose of providing Lifeline Service. The purpose of this Application is to allow GO MD USA to (i) serve low-income Kansas

¹⁰ The United States Congress has yet to re-authorize the Affordable Connectivity Program, which has expired. The Company expects that the program will be revived and the Company will be ready to participate if and when it is. The purpose of mentioning it in this petition is to demonstrate our familiarity with the program, our experience with it and our willingness and ability to participate in the future. Further, by providing Lifeline Service to eligible customers, the Company can provide them with the choice of Lifeline or ACP service immediately when Congress funds the ACP program, as well as proving existing ACP clients Lifeline service.

¹¹ See 47 C.F.R. § 54.1602(b) ("a bundle of broadband internet access service along with fixed or mobile voice telephony service, text messaging service, or both" is an EBB-eligible plan).

customers, (ii) supplement the amount of support available to ACP customers and (iii) invite new, underserved customers to benefit from Lifeline and other federal support programs. GO MD USA's Lifeline-supported plans will be offered to prepaid customers as a recognized and trusted provider in this market segment. GO MD USA prepaid wireless plans are affordable, easy to use, and attractive to low-income consumers, providing them with connectivity that has become indispensable to participating in society in 2025 and beyond.¹² GO MD USA Mobile customers can choose from several affordable prepaid calling plans and handsets and have access to high-quality, responsive customer service. GO MD USA prepaid plans start as low as \$10 per month and can be refilled by contacting GO MD USA directly.

III. THE COMMISSION HAS JURISDICTION OVER DESIGNATION OF WIRELESS ETCs

Section 214(e)(2) of the Act provides state public utility commissions with the primary responsibility for the designation of ETCs.¹³ Under the Act, the Commission must designate a common carrier as an ETC if the carrier satisfies the requirements of Section 214(e)(1).

Therefore, the Commission has the authority to designate GO MD USA as an ETC. As demonstrated below, GO MD USA fulfills the requirements to be designated as an ETC in Kansas.

IV. THE COMPANY MEETS THE REQUIREMENTS FOR ETC DESIGNATION

An applicant for ETC designation must meet specific statutory and regulatory requirements. As demonstrated below, GO MD USA meets the requirements for ETC

¹² See *Carpenter v. United States*, 138 S.Ct. 2206, 2220 (2018) (“[C]ell phones and the services they provide are such a pervasive and insistent part of daily life that carrying one is indispensable to participation in modern society.”) (internal quotation marks omitted).

¹³ 47 U.S.C. § 214(e)(2).

designation set by the FCC pursuant to Section 214(e)(2) of the Communications Act. The Company will provide the services defined in 47 C.F.R. Section 54.101(a). These include: (1) a certification that the applicant offers or intends to offer all services designated for support by the FCC pursuant to section 254(c) of the Communications Act, including voice grade access to the public network; 2) locale usage; 3) dual tone multi-frequency signaling or its functional equivalent; 4) single party service or its functional equivalent; 5) access to emergency services; 6) access to operator services; (6) a certification that the applicant offers or intends to offer the supported services on a common carrier basis either using its own facilities or a combination of its own facilities and/or resale of another carrier's services; (7) a description of how the applicant advertises the availability of the supported services and the charges therefor using media of general distribution; (8) a description of the geographic service area for which the applicant requests to be designated as an ETC; and (9) a certification that neither the applicant, nor any party to the application, is subject to a denial of federal benefits pursuant to the Anti-Drug Abuse Act of 1988.¹⁴ In addition, an applicant seeking designation as an ETC solely for the purpose of offering Lifeline service must: (1) certify that it will comply with the service requirements applicable to the support that it receives; (2) demonstrate its ability to remain functional in emergency situations; (3) demonstrate its ability to satisfy applicable consumer protection and service quality standards; and (4) demonstrate that it is financially and technically capable of providing Lifeline service.

GO MD USA provides and will provide all services designated for support by the FCC pursuant to section 254(c) of the Communications Act, including voice grade access to the public network. Its Lifeline service provides for locale usage; and dual tone multi-frequency signaling

¹⁴ 47 U.S.C. § 214(e)(1) and (5); 47 C.F.R § 54.201(d)(1) and (2); 47 C.F.R § 54.207(a).

or its functional equivalent. The service is for individuals and not businesses. Its Lifeline service provides access to free access to 911 and emergency services, as well as access to operator services. As noted below, GO MD USA offers the supported services on a common carrier basis either using its own facilities or a combination of its own facilities and/or resale of another carrier's services. Further, as noted below, GO MD USA will advertise its Lifetime services and rates online and in other media designed to reach relevant people in Kansas. Finally, GO MD USA seeks to provide service throughout the State of Kansas to all qualifying customers who request them as noted above.

Finally, prior to designating a carrier as an ETC,¹⁵ the Commission must determine whether such designation is in the public interest.¹⁶ When making a public interest determination, the Commission needs to consider the benefits of increased consumer choice and the unique advantages and disadvantages of the applicant's service offerings.¹⁷ GO MD USA will provide an additional, inexpensive and fully operational service, with handsets and tablets designed to make the best use of the bandwidth available.

A. GO MD USA Is a Common Carrier

GO MD USA provides, among other things, commercial mobile radio services (CMRS) that are regulated pursuant to the common carrier requirements of the Communications Act. The Company meets the common carrier requirement for ETC designation pursuant to Section

¹⁵ 47 CFR § 54.202(a). Section 54.202(a)(ii) requires carriers seeking ETC designation that is not limited to Lifeline service to submit a five-year plan that describes proposed improvements to the carrier's network throughout the proposed service area. Although GO MD USA is not seeking high-cost support in this Petition, it is expanding its network through partner relationships and contracts 5G network in accordance with certain FCC-approved deadlines.

¹⁶ See 47 U.S.C. §214(e)(6); 47 C.F.R. § 54.202(b), NMAC §§ 17.11.20.24(A), (C).

¹⁷ See, e.g., *Virgin Mobile USA, L.P., Petitions for Designation as an Eligible Telecommunications Carrier in the State of Nevada, et al.*, WC Docket No. 09-197, Order, 25 FCC Rcd 17797 (2010).

214(e)(1) of the Act and Section 54.201(d) of the FCC’s rules.¹⁸

B. GO MD USA Will Offer the Services Supported by FUS

Pursuant to Section 54.101(a) of the FCC’s rules, GO MD USA’s voice service provides the following:

- (1) voice grade access to the public switched network or its functional equivalent;
- (2) minutes of use for local service at no additional charge to end users;
- (3) access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in an eligible carrier’s service area has implemented 911 or enhanced 911 systems; and (4) toll limitation services to qualifying low- income consumers.¹⁹ As defined in Section 8.1(b) of the FCC’s rules, GO MD USA also provides mobile broadband internet access service to consumers.²⁰

C. GO MD USA Will Offer the Services Designated for Support Using a Combination of Its Partners’ Facilities and Resale

GO MD USA offers the supported services--voice telephony service and broadband Internet access service, meeting the standards set in the FCC’s rules.²¹ GO MD USA will be providing and will provide mobile voice, text messaging, and broadband services to low-income consumers. The various Lifeline service plans that will be available to qualifying low-income Kansas residents are described in Exhibit 2.

¹⁸ See 47 U.S.C. § 153(11) (defining a common carrier as “any person engaged as a common carrier for hire, in interstate or foreign communications by wire or radio”; 47 U.S.C. §332 (c)(1)(A) (treating commercial mobile service providers as common carriers).

¹⁹ 47 C.F.R. § 54.101(a); *see also* 47 U.S.C. § 214(e)(1)(A).

²⁰ See 47 C.F.R. § 8.1(b).

²¹ See 47 C.F.R. § 54.101(a).

In general, Section 214 requires ETCs to provide services using their facilities, at least in part. GO MD USA is in a unique position to increase wireless competition and serve low-income consumers. GO MD USA service plans are supported by AT&T and T-Mobile's networks. This will allow GO MD USA to immediately introduce new Lifeline options for Kansas consumers as soon as the Commission approves this Petition. At the same time, GO MD USA is building additional partner relationship in advanced nationwide 5G network services. In areas of Kansas where service on GO MD USA's subcontracted network is not yet available or where the Company does not yet offer Lifeline products on its partner networks, GO MD USA will provide service on a resale basis on the networks of AT&T and/or T-Mobile. The Company's facilities operate as follows:

GO MD seeks to provide both the voice and data services required to be provided under the Lifeline Program. It does not seek to provide only one service or the other, nor would that be acceptable under the Lifeline rules and regulations.

To provide these services, GO MD USA will provide these services by using a combination of its own facilities and those of other companies. Much of the work of providing consumer service is done through GO MD USA's core network with computers and routers located at its main offices in Memphis Tennessee. Signing up individuals for service, checking their service and eligibility for service, and routing their service correctly is done through the Company's "Core Network" or NOD.

This Core Network – an advanced platform (using equipment located on site in Memphis Tennessee) integrates SIM provisioning, intelligent routing, secure authentication, client management, and financial tracking. This system is designed to ensure seamless operations, maximum uptime, and an efficient user experience. For example, GO MD's automated system

streamlines the process of activating and managing SIM cards, ensuring instant connectivity for both voice and data communications.

The system also uses dynamic routing algorithms to ensure data flows through the most efficient paths, reducing latency and improving overall performance. The system also uses advanced encryption and multi-layer authentication keep client data secure while ensuring regulatory compliance.

GO MD has a fully integrated CRM system tracks client accounts, service activations, and real-time usage, ensuring smooth operations and top-tier customer support. This includes an advanced billing engine that tracks balances, invoices, and automated payments to ensure seamless financial operations for clients and agents – all through equipment at its headquarters in Memphis, Tennessee.

The System is designed to handle high-volume transactions and rapid expansion, ensuring the Company can scale effortlessly while maintaining reliability. In providing voice and data service, the Company will, where practicable, use microtowers it will own installed on telephone or light towers to facilitate and enhance voice and data service using the Third Tier CBRS system, including microtowers. These microtowers can connect to existing and new fiber networks as needed to provide the most efficient routing for service. The Micro Towers are mounted on light poles to provide wireless connectivity via CBRS spectrum.²²

Each Micro Tower is connected to the internet via a Fiber Backhaul which provides high speed access and routes traffic to the public internet and our primary operations center. All internet traffic is authenticated and managed via the GO MD USA Core Network before reaching external networks. This ensures secure and optimized routing for all connected client devices.

²² Microtowers are cells that act as localized coverage hubs for client devices (phones, tablets, IoT). These devices are provided free of charge.

At least initially, voice traffic will be routed over T-Mobile or AT&T networks for high-quality calling. If connected via a CBRS Micro Tower, internet traffic flows through the fiber connection. If no Micro Tower is available, data flows directly over a T-Mobile or AT&T network. The fiber backhaul transmits data traffic to the public internet or the Company's NOC.

The following is a Text-Based Flowchart that illustrates the set up in greater detail:

A. Micro Tower (CBRS Small Cell) Mounted on Light Poles

- Provides wireless connectivity via CBRS spectrum
- Acts as a localized coverage hub for client devices
- GO MD USA devices (provided free of charge) support all services
- Connects to Fiber Backhaul for internet access

B. Fiber Backhaul Connection

- Micro Tower connects to high-speed internet via fiber
- Routes traffic to:
 - Public Internet
 - Primary Network Operations Center (NOC)

C. Core Network Authentication

- Internet traffic is authenticated via GO MD USA Core Network
- Ensures secure and optimized routing for all devices

D. Voice and Data Routing

- Voice Traffic:
 - Exclusively routed over T-Mobile or AT&T networks
 - Maintains high-quality voice calls
- Data Traffic:
 - If connected via CBRS Micro Tower → Routed over Fiber Backhaul
 - If no Micro Tower connection → Data flows over T-Mobile or AT&T network
 - If using non-GO MD USA equipment → Data managed entirely by T-Mobile or

AT&T

E. Internet Access and Public Network Routing

- Fiber Backhaul transmits data to:
 - Public Internet
 - Primary NOC
- If GO MD USA services are unavailable → Traffic is handled by T-Mobile or AT&T

F. Primary Services Available

- T-Mobile and AT&T are the primary voice providers
- Devices route data and voice based on the client's network setup

└─ If no Miro Tower connection is available → Devices default to T-Mobile or AT&T network

Accordingly, pursuant to 47 U.S.C. § 214(e)(1)(A) and 47 C.F.R. § 54.101(b), GO MD USA will offer GO MD USA Mobile-branded services that are designated for federal universal support using a combination of its own facilities and/or resale of another carrier's services, there is no need for GO MD USA to obtain an approved FCC Compliance Plan in accordance with the *2012 Lifeline Reform Order*.²³

D. GO MD USA Will Provide GO MD USA Mobile-Branded Service Throughout Its Designated Service Area

Pursuant to 47 U.S.C. § 214(e)(1) and 47 C.F.R. § 54.201(d), as an ETC, GO MD USA will provide service in the same footprint where it has (and will if revived) offer ACP service – this includes the entire geographic boundary of the State of Kansas, subject to coverage limits of underlying carriers and GO MD USA's partner networks. Further, pursuant to 47 C.F.R. § 54.202(a)(1)(i), the Company commits to providing service throughout its proposed service area on a timely basis to all customers by making a reasonable request for service where facilities are available. GO MD USA requests ETC designation that is statewide in scope, to allow the Company to provide Lifeline service wherever wireless and facilities-based providers have wireless coverage. The Company certifies that it will provide service within a reasonable period of time, if the potential customer is within the Company's licensed service area but outside its existing network coverage, if service can be provided at reasonable cost by 1) modifying or replacing the requesting customer's equipment; 2) deploying a roof-mounted antenna or other equipment; 3) adjusting the nearest cell tower; 4) adjusting relevant facilities; 5) reselling

²³ See *2012 Lifeline Reform Order*, ¶ 368.

services from another carrier to provide service; or employing, leasing or constructing an additional cell site, extender, repeater, or similar equipment. *See* 47 C.F.F. Section 54.2020(a). GO MD USA commits to providing Kansas consumers with a price equivalent to its best prices elsewhere.

E. GO MD USA Will Advertise the Availability of GO MD USA Mobile Services and Charges Using Media of General Distribution

Pursuant to 47 U.S.C. § 214(e)(1)(B) and 47 C.F.R. § 54.201(d)(2), the Company will advertise the availability of GO MD USA Mobile-branded voice, text messaging, and broadband services through various marketing channels that may include direct mail, email, local and community outreach events, and targeted online electronic advertising. In addition, the availability of GO MD USA Mobile Lifeline service will be publicized in ways that are reasonably designed to reach those who will likely qualify for the service. The Company's marketing efforts will be consistent with and in compliance with Commission rules. A sample of the Company's advertising are attached hereto as Exhibit 4. (from the ACP Program) and the advertisements will be modified to include the numbers of the Commission and State consumer bureaus. Company internet advertisements will include information on state contacts for consumer and utility issues.

F. GO MD USA Will Comply with Service Requirements Applicable to the Support It Receives

Pursuant to 47 C.F.R. § 54.202(a)(1)(i), GO MD USA will comply with the service requirements applicable to the supported services it will be offering in the identified service areas. GO MD USA Mobile plans will be offered in Kansas initially by reselling AT&T and/or T-Mobile service, and in the future will also be supported by GO MD USA's own 5G network facilities when feasible. These providers' networks are operational and largely built out. Thus, the Company will be able to commence offering its Lifeline service to all locations served by its

underlying carriers very soon after receiving approval from the Commission.

G. GO MD USA Will Comply with Any Applicable Two-Year and Five-Year Plan Requirements

Pursuant to 47 C.F.R. § 54.202(a)(1)(ii), a common carrier seeking designation as a Lifeline-only ETC is not required to submit a five-year network improvement plan as part of its application for designation as an ETC. GO MD USA is in a unique position, however, because it is working on building a facilities-based 5G wireless network through partnerships with others. We are deploying to more than 85% of the population of each Partial Economic Area. GO MD USA commits to providing service consistent with the requirements of any other support mechanism pursuant to which it is authorized to receive support in the future.

H. Consumer Protection and Service Quality Standards

The Company commits to comply with all applicable consumer protection and service quality standards for universal service programs. As stated in 47 C.F.R. § 54.202(a)(3), a wireless applicant's commitment to comply with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service ("CTIA Consumer Code") will satisfy this consumer protection and service quality requirement. GO MD USA commits to fully complying with the CTIA Consumer Code.

To ensure that consumer complaints and consumer issues are dealt with quickly and efficiently, GO MD USA LLC designates Jack Sosa, the Company's Director of Operations, 3385 Airway Blvd, Ste 201, Memphis, TN 38116, Phone: 833-706-3872, Email: jack.sosa@gomdusa.net as the contact for consumer complaints and the primary point of contact for the Commission in dealing with consumer complaints. The Company's website will also direct that written consumer issues be sent to his attention.

I. Ability to Remain Functional During Emergencies

The Company's services are able to remain functional in emergency situations as required by 47 C.F.R. Section 54.202(a)(2). GO MD USA's network operates in a cloud-native environment that is not encumbered by traditional technology and will be more flexible and resilient in the event of service outages. In addition, GO MD USA relies on mobile virtual network operator (MVNO) partner networks that are designed to remain functional even without external power sources, are able to re-route traffic around damaged facilities, and can manage traffic spikes that may occur in emergency situations. Finally, GO MD USA has backup generators for its equipment in Tennessee to allow it to provide service during power outages.

The cloud-native 5G network setup distinguishes the Company's services from legacy systems by leveraging cloud infrastructure instead of dedicated single servers. This shift enables virtualization, allowing server resources to expand in real-time and eliminating the vulnerability of a single point of failure. By distributing core software across multiple resources rather than being confined to a single server, GO MD USA ensures enhanced scalability and reliability in telecommunications. This approach optimizes resource usage and supports seamless scaling to meet varying demands, ensuring robust and uninterrupted 5G service delivery across diverse operational requirements.

J. Consumer Certification

Consistent with 47 C.F.R. § 54.409, the Company shall obtain a consumer's signature on a document under penalty of perjury that the consumer receives benefits under an approved assistance program or that the consumers' household meets applicable income requirements; and that the consumer will notify the Company if the consumer ceases participation in a program or his income criteria exceeds approved thresholds. The Company shall obtain this certification

annually and shall put in place quality control mechanisms to ensure that only eligible consumers are participating in Lifeline.

K. GO MD USA Is Financially and Technically Capable

As part of the *2012 Lifeline Reform Order*, the FCC amended its rules to require a carrier seeking designation as a Lifeline-only ETC to demonstrate that it is financially and technically capable of providing the supported Lifeline service in compliance with all of the low-income program rules.²⁴ GO MD USA satisfies these criteria.

GO MD USA is financially stable and capable of honoring its service obligations to customers as well as meeting its federal and state regulatory obligations.

The Company will not rely exclusively on revenues from the provision of Lifeline services for its operating revenues. The Company has begun a new program of providing a telehealth membership, giving individuals access to physicians through its online facilities. The Company also has access to additional capital resources from its parent and affiliate companies.

For example, the Company's ultimate parent is Easy Scripts, Inc. a public company. GO MD USA functions in a line of subsidiaries that include a property management company, which manages the building in which GO MD USA's headquarters are located. In addition, GO MD USA is developing a popular membership telehealth program, providing consumers access to primary care physicians over the internet.

Other subsidiaries of Easy Scripts Inc., in other lines, include

²⁴ See *2012 Lifeline Reform Order*, ¶ 387; see also 47 C.F.R. § 54.202(a)(4).

a mail order pharmacy licensed in 49 of the 50 states and a consumer care-clinic in Florida. These are managed through other lines of subsidiaries not directly related to the Company's operations, but which allow the Company to "borrow" personnel and relevant resources.

In addition, the Company has extensive experience in providing telecommunications services to low income consumers through the ACP program.

Because of this technical expertise and financial capability, the Company's resources position the Company to expand its operations to serve currently unserved/underserved eligible low-income Kansas consumers and increase competition.

In addition, the proposed Lifeline offerings will be overseen by a team of personnel with substantial industry experience with the requirements serving and marketing to lower-income consumers.

L. Terms and Conditions of Proposed Lifeline Offering

The Company has the ability to provide all services supported by the universal service program, as detailed in 47 C.F.R. § 54.101(a), throughout Kansas. The Company further affirms that its Lifeline-supported voice services will meet or exceed the minimum service standards set forth in 47 C.F.R. § 54.408, including as such standards are updated going forward. GO MD USA Mobile-branded Lifeline-supported broadband services will also meet the minimum service standards set forth in 47 C.F.R. § 54.408 for mobile broadband internet access services, including for service speed and data usage allowance, as such standards are updated going forward. To the extent GO MD USA provides devices for use with Lifeline- supported broadband service, such devices will meet the equipment requirements set forth in 47

C.F.R. § 54.408(f), and GO MD USA will not impose an additional or separate tethering charge for mobile data usage below the minimum standard.

GO MD USA's terms and conditions are stated and available on its website. Customers will be directed to these terms and conditions through online marketing efforts.

Attached hereto as Exhibit 2 is a summary table of the Company's proposed Lifeline service offerings, showing that Lifeline customers can receive 1,000 voice minutes, 1,000 text messages, and 4.5 gigabytes (GB) of data per month at a net cost of \$0.00 after application of Lifeline support. Customers will also be able to purchase additional minutes or data as needed. GO MD USA LLC agrees to offer additional minutes at a cost not to exceed \$0.05 per minute for Lifeline customers. GO MD USA LLC does not include roaming in its service offerings and will ensure no charges are applied for roaming.

In addition to wholly-supported or discounted wireless services, prepaid Lifeline customers will be able to receive an upgraded handset at an additional charge or SIM card offer, as well as access to voice mail, caller I.D., call forwarding, 3-way calling, and call waiting features at no additional charge. Customers may use their minutes to place domestic long-distance calls at no additional charge, and calls to the Company's customer service are free with no deduction of available minutes. Calls to 911 emergency services are always free, regardless of service activation or availability of minutes.

M. GO MD USA Offerings Will Comply with Lifeline Certification and Annual Re-certification Requirements

Customers interested in obtaining information on the Lifeline program will be directed to a toll-free telephone number and to the Company's website, which will contain information regarding the Company's Lifeline service plans, including a description of the Lifeline program and eligibility criteria. GO MD USA will use multiple outreach methods including but not

limited to nonprofit partnerships, phone, online, and in person enrollments through Lifeline events. Section 54.410 of the FCC rules requires ETCs to certify and verify a Lifeline customer's initial and continued eligibility. GO MD USA will rely on the National Verifier and the National Lifeline Accountability Database ("NLAD"), both administered by the Universal Service Administrative Company ("USAC"), to determine an applicant's eligibility for Lifeline service. GO MD USA will require all GO MD USA Mobile's Lifeline applicants to complete the standard Lifeline and ACP application forms in the National Verifier environment. The standard Lifeline and ACP application complies with the disclosure, certification, and information collection requirements in 47 C.F.R. § 54.410(d).²⁵ For applicants verified as being eligible by USAC's National Verifier and NLAD, GO MD USA will complete enrollment by transmitting the required information into NLAD as required by Section 54.404(b)(6) of the FCC's rules. In addition, at the time of enrollment, the Company will notify the applicant that the prepaid service must be personally activated by the subscriber and the subscriber must use their service every thirty (30) days in order to maintain their Lifeline benefit and ACP benefits.

GO MD USA will also comply with Sections 54.410(f) of the FCC's rules governing annual subscriber re-certification of eligibility and will coordinate with USAC's National Verifier and NLAD systems to manage additional de-enrollments related to USAC-administered benefit transfers and failure to re-certify.

N. Prevention of Waste, Fraud and Abuse²⁶

The Company recognizes the importance of safeguarding the Universal Service Fund

²⁵ *FCC Wireline Competition Bureau Provides Guidance on Universal Forms for the Lifeline Program*, WC Docket No. 11-42, Public Notice, "Wireline Competition Bureau Provides Guidance on Universal Forms for the Lifeline Program," DA 18-161 (rel. Feb. 20, 2018). The standard application/certification forms are available on USAC's website (*see* USAC, Lifeline Forms, <http://www.usac.org/li/tools/forms/default.aspx>).

²⁶ 47 C.F.R. §§ 54.405(e), 54.410(f).

(“USF”) and has implemented measures and procedures to prevent duplicate Lifeline and ACP benefits being awarded to the same household. GO MD USA Mobile Lifeline offerings will comply with the requirements of the NLAD and section 54.404 of the FCC’s rules. As part of the application process, the National Verifier queries the NLAD for every enrollment to determine whether a prospective subscriber is currently receiving a Lifeline service or ACP Service from GO MD USA or any other ETC, and whether anyone else living at the prospective subscriber’s residential address is currently receiving Lifeline service or ACP services.

Consistent with federal regulations, the Company will not seek USF reimbursement for new subscribers until they have activated the service, either by initiation and/or actual use of the service and will de-enroll any subscriber that has not used the Company’s Lifeline service or ACP services as set forth in 47 C.F.R. § 54.407(c)(2). An account will be considered active if the authorized subscriber establishes usage, as “usage” is defined by 47 C.F.R. § 54.407(c)(2), during the specified timeframe, currently a period of thirty (30) days, or during the notice period set forth in 47 C.F.R. § 54.405(e)(3), currently a period of fifteen (15) days. In accordance with 47 C.F.R. § 54.405(e)(3), GO MD USA will provide the subscriber advance notice when a subscriber’s failure to use the Lifeline service or ACP services within the notice period will result in service termination for non-usage. Customers that have been deactivated may participate in the Company’s Lifeline service or ACP services in the future by reapplying and re-establishing eligibility.

To further protect the integrity of the USF, GO MD USA contracts with third party vendors to backstop USAC’s own processes and procedures. First, the Company will use telgoo5.com software to process Lifeline applications and ACP applications. Among other things, Emerios uses third-party verification sources (currently the LexisNexis LEXID service) to validate a prospective customer’s identity. Emerios also validates the Company’s subsidy data

to prevent duplicate subsidies. In addition, the Company has established a back-office real time review (“RTR”) process to be completed before a Lifeline application is passed to the National Verifier to qualify a customer. This process involves specially trained operations analysts (who have no financial stake in whether an application is successful) individually confirming the information entered into the application and supporting documentation to, among other things, confirm the identities of the sales agent and the customer by reviewing pictures of them in real time during the application process and review the customer’s identification and address for anomalies. GO MD USA has hired experienced staff and a third-party company to provide RTR for our Lifeline enrollments. This third-party company has substantial experience running RTR for other Lifeline providers.

Finally, pursuant and consistent with federal requirements and staff concerns in the past, when a line has remained inactive for 30 days, GO MD USA will send a notice to the consumer and, if no response has been received and the line has remained unused for 60 days, cease billing and providing the relevant services.

O. Commission’s Lifeline Requirements

GO MD USA will comply with the Commission’s rules and orders that are applicable to wireless ETCs.²⁷ For example, GO MD USA will submit the following information to the Commission: (1) Lifeline application form; (2) advertising and marketing materials that GO MD USA plans to use in Kansas; (3) rates, terms, and conditions of its Lifeline service offerings in Kansas ; (4) contact information for the Company’s customer service designee; and (5) the Company’s proposed method and timing of annual recertifications and a sample recertification

²⁷ For example, 83 Ill. Admin. Code § 736.

notice.²⁸ GO MD USA will comply with the Lifeline Requirements regarding consumer safeguards, including working with the Commission staff to resolve Lifeline subscriber disputes, providing 60 days' notice to subscribers and the Commission of a planned discontinuance of Lifeline service, and working with the Commission to facilitate a smooth transition of subscribers to an alternative ETC in the event of a discontinuance of service. GO MD USA will include the Commission's contact information on its website, marketing materials, applications, and terms and conditions and to advise that the Commission is available to handle Lifeline complaints. GO MD USA will comply with these requirements to the extent that they are in effect and not waived by the Commission. GO MD USA also will submit the reports identified in the Commission Lifeline Requirements that are due annually by the dates required by Commission regulations (See FCC Form 555, report on marketing and promotional activities, public safety answering point self-certification, and certification that all 911 fees have been paid) and by July 1 (FCC Form 481, Lifeline terms and conditions, and complaints per 1,000 subscribers). The Company will submit 30-day notices of the events specified in the Lifeline Requirements, will provide copies of final USAC audit reports, and provide 5-business day prior notice of material changes to rates, terms, or conditions of Lifeline service.²⁹

V. DESIGNATING GO MD USA AS AN ETC WOULD PROMOTE THE PUBLIC INTEREST

The Commission will advance the public interest by designating the Company as an ETC so that it can offer the GO MD USA Mobile-branded Lifeline services. Americans increasingly

²⁸ The annual recertification process is administered by the National Verifier. GO MD USA will advise customers that they may need to recertify their eligibility annually if the National Verifier does not automatically do so, in accordance with 47 C.F.R. § 54.410(f).

²⁹ The Company is current on its obligations with the FCC.

need greater access to voice and broadband services, and low-income Kansas consumers in particular, are suffering from the lack of affordable and available access. The Company is currently helping to close the gap by seeking approval to providing service under the ACP and stands ready to expand consumer choice and continue offering discounted services as a Lifeline ETC to customers who have come to rely on these benefits. In addition, because GO MD USA is planning to deploy a new facilities-based wireless 5G network throughout the country over the next several years, designating GO MD USA as an ETC will improve its ability to apply for state broadband funding grants, should ETC designation be required, to increase service in underserved and unserved areas.

A. Advantages of GO MD USA Mobile Lifeline Plans and ACP Plans

Authorizing the Company as a Lifeline ETC in the State of Kansas will enable the Company to provide eligible low-income consumers with access to high quality mobile voice, text, and data services. This will increase those consumers' choices in service providers and service options and make essential communications services more affordable and accessible to these consumers. Mobile services are overwhelmingly preferred by Lifeline-eligible consumers who may be able to afford only a single connection, may frequently change residences or places of employment, and may need the ability to communicate with prospective employers. Some of these individuals may be experiencing homelessness and rely upon Lifeline service as their single reliable source of connectivity. Lifeline services also ensure that consumers can always contact 911 emergency services should the need arise. The availability of a no-charge Lifeline service that includes voice minutes, texts, and data is an invaluable resource for consumers in these circumstances.

GO MD USA Lifeline service plans provide meaningful options for low-income consumers because they offer low-cost, reliable alternatives to traditional rate plans. Among the

GO MD USA Mobile Lifeline offerings is a plan with 1,000 voice minutes, 1,000 texts, and 4.5 GB of data available to all qualifying low-income Kansas consumers for no cost, and a plan with unlimited voice minutes, unlimited texts and 11 GB of data available to residents of Tribal lands for no cost.

Further, granting GO MD USA LLC's application will provide Kansas consumers customers whose ACP coverage ended because of federal budget issues immediate internet access. GO MD USA had Kansas clients whose services were suspended due to the lapse of the ACP program. A large majority of them have inquired and are qualified for Lifeline service. Upon being granted ETC status, we will be able to immediately contact these clients and inform them that they can reapply through the Lifeline program. If accepted, they will be able to reactivate their service at a Lifeline plan level right away.³⁰

In addition, GO MD USA Lifeline plans alleviate customer concerns regarding deposits, hidden costs, varying monthly charges, and long-term contract issues. GO MD USA prepaid plans allow customers to subscribe to voice, text, and data services without the hurdle of a credit check or the commitment of a contract.

B. Benefits of Competitive Choice

Designating the Company as an ETC also meets the FCC's stated goals for promoting competition and increasing customer choice. The FCC has recognized that designation of multiple ETCs is "consistent per se with the public interest."³¹ In rural and high- cost areas, the FCC determined that "designation of competitive ETCs promotes competition and benefits

³⁰We have noted that in relation to other applications for Lifeline Service Designation, the staff has requested this type of information.

³¹ *Federal-State Joint Board on Universal Service, Cellco Partnership d/b/a Bell Atlantic Mobile, Petition for Designation as an Eligible Telecommunications Carrier*, Memorandum, Opinion and Order, CC Docket No. 96-45, DA 00-2895, ¶ 14 (rel. Dec. 26, 2000).

consumers ... by increasing customer choice, innovative services, and new technologies.”³² In the Lifeline context, the entry of additional providers increases competitive choice for lower-income customers who may not be the focus of wireless carriers’ marketing efforts. Launching GO MD USA Mobile Lifeline options in Kansas will add affordable, innovative mobile wireless choices to the marketplace, and could spur other ETCs to expand and improve their own Lifeline service offerings. Granting ETC designation to GO MD USA will promote competition for the benefit of consumers and will have desirable effects upon the Kansas market by making these services more available and accessible, thereby supporting the goals of universal service.

VI. **ANTI-DRUG ABUSE CERTIFICATION**

In accordance with section 5301 of the Anti-Drug Abuse Act of 1988, GO MD USA certifies that no party to the Petition is subject to denial of federal benefits, including FCC benefits.

VII. **CONCLUSION**

Based on the foregoing, designation of GO MD USA as an ETC in the State of Kansas accords with the requirements of Section 214(e)(2) of the Act and is in the public interest.

WHEREFORE, GO MD USA respectfully requests that the Commission designate GO MD USA as an ETC in the State of Kansas for the purpose of participating in the Lifeline program.

Respectfully submitted,

Mark J. Schirmer

Mark J. Schirmer
General Counsel
GO MD USA LLC

³² See *Western Wireless Corporation Petition for Designation as an Eligible Telecommunications Carrier in the State of Wyoming*, Memorandum Opinion and Order, CC Docket No. 96-45, DA 00-2896, ¶ 17 (rel. Dec. 26, 2000).

June 20, 2025

EXHIBIT 1: VERIFICATION

I, Apollo Arcallana, Manager, President and CFO of GO MD USA LLC, have reviewed and am familiar with the foregoing Application for Designation as an Eligible Telecommunications Carrier in the State of Kansas. I declare under penalty of perjury under the laws of California, Kansas and Tennessee that the foregoing is true and correct.

Signed on the 13th day of June, 2025 at Memphis, Tennessee.



Apollo Arcallana

EXHIBIT 2: PROPOSED LIFELINE PLANS

<u>Subsidy Amount (\$)</u>	<u>Subsidy Type</u>	<u>GO MD USA Mobile Lifeline Plan Offering</u>
9.25	Lifeline (Federal)	1,000 minutes of talk/voice, 1,000 text, and 4.5 GB of data
34.25	Lifeline (Federal and Tribal)	Unlimited talk & text, 11 GB of data

EXHIBIT 3: KANSAS COVERAGE³³

All areas of Kansas will be covered.

	66075	66223
v66002	66076	66224
66006	66083	66226
66007	66085	66227
66012	66086	66401
66013	66087	66402
66018	66088	66409
66020	66090	66411
66021	66092	66413
66023	66101	66414
66025	66102	66427
66027	66103	66434
66030	66104	66436
66032	66105	66439
66035	66106	66440
66040	66109	66441
66043	66111	66442
66044	66112	66451
66045	66202	66502
66046	66203	66503
66047	66204	66506
66048	66205	66507
66049	66206	66508
66050	66207	66509
66052	66208	66512
66053	66209	66514
66054	66210	66517
66056	66211	66521
66060	66212	66523
66061	66213	66524
66062	66214	66531
66064	66215	66533
66066	66216	66534
66067	66217	66535
66070	66218	66536
66071	66219	66537
66072	66220	66538
66073	66221	66539

³³ GO MD USA will provide coverage to all qualifying consumers who request it. Thus, a difficult to read or interpret map might not help either the Commission or customers determine whether they are served. GO MD USA therefore requests the Commission waive any map requirement.

66542	66871	67146
66546	66901	67147
66547	66935	67149
66549	66945	67152
66603	66956	67154
66604	66967	67156
66605	66968	67202
66606	67001	67203
66607	67002	67204
66608	67003	67205
66609	67005	67206
66610	67010	67207
66611	67013	67208
66612	67017	67209
66614	67020	67210
66615	67022	67211
66616	67025	67212
66617	67026	67213
66618	67030	67214
66619	67031	67215
66701	67037	67216
66712	67039	67217
66713	67042	67218
66720	67045	67219
66725	67050	67220
66733	67052	67226
66736	67054	67228
66739	67056	67230
66743	67058	67235
66748	67059	67301
66749	67060	67330
66753	67062	67333
66755	67063	67335
66757	67067	67336
66762	67068	67337
66763	67074	67356
66776	67101	67357
66781	67104	67361
66783	67107	67401
66801	67108	67410
66835	67110	67416
66839	67114	67420
66845	67117	67422
66846	67119	67428
66856	67120	67431
66860	67124	67432
66861	67133	67437
66865	67135	67439
66866	67144	67443

67448	67801
67449	67835
67455	67839
67456	67846
67460	67851
67464	67854
67467	67855
67473	67860
67480	67861
67487	67864
67490	67865
67501	67867
67502	67869
67505	67870
67522	67871
67526	67876
67530	67877
67543	67878
67544	67879
67546	67880
67547	67901
67548	67950
67550	67951
67554	
67560	
67561	
67570	
67576	
67578	
67579	
67601	
67637	
67642	
67654	
67661	
67663	
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67669	
67671	
67672	
67701	
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67758	

EXHIBIT 4: SAMPLE ADVERTISEMENTS

Are you or your family eligible for the

AFFORDABLE CONNECTIVITY PROGRAM?

This federal program helps ensure that households can afford the broadband they need for work, school, healthcare, and more!



GET UP TO...

\$100 ◀

discount on a laptop, computer, or tablet

\$30 ◀

per month toward your internet bill

To check your eligibility or apply, visit

WWW.FCC.GOV/ACP

AD

Sample

Affordable Lifeline Services from GO MD USA Mobile

Are you eligible for Lifeline services?

GO MD USA Mobile offers a reliable and affordable Lifeline service plan designed to meet your communication needs.

Our Lifeline Plan Includes:

- 1000 Voice Minutes
- 1000 Text Messages
- 4.5 GB of Data

All at a net cost of \$0.00 after applying the Lifeline support!

Why Choose GO MD USA Mobile?

- No Hidden Costs: Transparent pricing with no unexpected fees.
- Reliable Network: Voice vOIService provided through the trusted networks of AT&T and T-Mobile.
- Customer Support: Our dedicated team is here to help you with any questions or issues. Call

Unresolved Complaints? Unresolved complaints concerning Lifeline service can be directed to the Kansas Office of Public Affairs and Consumer Protection of the Kansas Corporation Commission. The numbers there are **(800) 662-0027 or (785) 271-3140**. Or email

Stay Connected with GO MD USA Mobile! Visit our website at www.gomdusa.net for more details on our terms and conditions, and to check your eligibility and apply for Lifeline services. Don't miss out on this opportunity to stay connected with loved ones, access essential services, and more. Apply today! You can now copy and paste these updated sections into your document. If you need further assistance, please let me know!

EXHIBIT 5: FINANCIAL STATEMENT

The Company is in the process of opening new ventures – specifically adding Lifeline services in a number of states and providing access to primary care consultations over the internet. These are membership activities that should provide substantial additional capital as described in the petition. The financials for 2024 do not include all activities nor are they audited, but they are provided below.

GO MD USA LLC
Profit & Loss
January through December 31, 2024

	Accrual Basis
	Jan - Dec 24
Ordinary Income/Expense	
Income	
47800 - Product Revenue	4,867,756.96
47850 - Other Product Rev.	2,733.82
Total Income	4,870,490.78
Gross Profit	4,870,490.78
Expense	
60000 - Advertising and Promotion	976,461.14
60200 - Automobile Expense	57.40
60400 - Bank Service Charges	2,443.08
61000 - Business Licenses and Permits	36,522.67
61700 - Computer and Internet Expenses	4,920.43
61750 - Subscription Software, Web Host	3,867.85
63300 - Insurance Expense	5,930.22
64900 - Office Supplies	10,533.07
66000 - Payroll Expenses	48,238.96
66500 - Postage and Delivery	180,419.55
66700 - Professional Fees	13,488.03
67100 - Rent Expense	9,541.32
67200 - Repairs and Maintenance	1,357.34
68100 - Telephone Expense	10.00
68400 - Travel Expense	1,661.40
Total Expense	1,295,453.26
Net Ordinary Income	3,575,037.52
Other Income/Expense	
Other Expense	
80001 - GIM	84,789.00
80002 - Other Equipment	450,030.00
80003 - Network Infrastructure	799,877.08
Total Other Expense	1,334,696.08
Net Other Income	-1,334,696.08
Net Income	2,240,341.44


Apollo Arcallana 3/31/25

GO MD USA LLC
Balance Sheet
As of December 31, 2024

	Accrual Basis
	Dec. 31, 24
ASSETS	
Current Assets	
Checking/Savings	
10100 - Cash In Bank	
10101 - Fifth Third Bank	387,923.80
Total 10100 - Cash In Bank	387,923.80
Total Checking/Savings	387,923.80
Other Current Assets	
10300 - Other Current Asset	
10310 - Advances To/From	5,120,585.41
Total 10300 - Other Current Asset	5,120,585.41
12900 - Employee Advances	1,148.03
13100 - Deposit - Rental	3,999.92
Total Other Current Assets	5,125,733.36
Total Current Assets	5,513,657.16
Fixed Assets	
15000 - Furniture and Equipment	18,480.64
16012 - Computers	4,499.00
Total Fixed Assets	22,949.64
TOTAL ASSETS	5,536,606.80
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 - Accounts Payable	5,946.46
Total Accounts Payable	5,946.46
Credit Cards	
20150 - Credit Card	7,254.76
Total Credit Cards	7,254.76
Credit line (available, not used)	2,697,457.00
Total Current Liabilities	2,710,658.22
Total Liabilities	2,710,658.22
Equity	
30000 - Opening Balance Equity	250.00
32000 - Members Equity	565,357.14
Net Income	2,240,341.44
Total Equity	2,825,948.58
TOTAL LIABILITIES & EQUITY	5,536,606.80

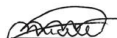

Apollo Arcallana 3/31/2025

EXHIBIT 6

Key Personnel

Apollo Arcallana, CFO:

With a background in accounting, Apollo Arcallana has demonstrated his versatility by branching into the insurance industry six years ago. As a licensed professional in all 50 states for life, health, property, and casualty insurance, Apollo brings a wealth of expertise to his role as CFO of GO MD USA LLC. He skillfully manages the company's day-to-day financial operations and ensures that all financial responsibilities are met with the utmost attention to detail.

AJ Sosa, Vice President of Operations:

AJ Sosa serves as the Vice President of Operations at GO MD USA, bringing a wealth of experience and a robust educational background to the role. AJ holds a degree in Business Administration from Palm Beach State College and is a licensed insurance professional. His comprehensive expertise spans building and guiding high-performing teams across sales, customer service, and support departments.

In his capacity at GO MD USA, AJ oversees critical functions including the fulfillment and device departments, as well as the customer service and tech support teams. His role is pivotal to the seamless operation of GO MD USA, ensuring that the company's services are delivered efficiently and effectively to meet customer needs. AJ's strategic oversight and operational leadership have been instrumental in the company's success and growth over the years. AJ has been a dedicated member of the GO MD USA team for several years, where he has consistently demonstrated his ability to manage complex operations and drive organizational excellence. His commitment to enhancing operational processes and improving customer satisfaction underscores his value as an integral part of the company's leadership team. AJ's proactive approach and strategic vision continue to contribute significantly to the overall success and sustainability of GO MD USA.