

Expert Telecom Compliance, Inc.

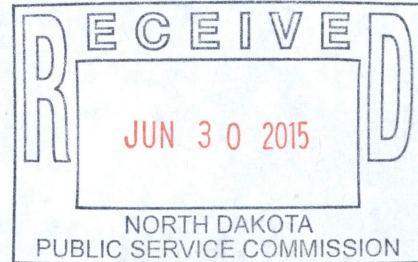
1725 Windward Concourse
Suite 150
Alpharetta, Georgia 30005

Telephone: (770) 232-9200
Facsimile: (770) 232-9208

June 30, 2015

VIA 2 DAY FEDEX DELIVERY

Executive Secretary
North Dakota Public Service Commission
600 E. Boulevard, Dept. 408
Bismarck, ND 58505-0480



Re: ETC Annual Report and FCC Form 481
Total Call Mobile, Inc.

Dear Sir/Madam:

Pursuant to 47 C.F.R. § 54.422, enclosed please find for filing three (3) copies of Total Call Mobile, Inc.'s Eligible Telecommunications Carrier Annual Report and FCC Form 481. A copy of the forms has also been submitted to ndpsc@nd.gov.

An extra copy of this letter is enclosed to be date-stamped and returned to us in the self-addressed, postage-paid envelope.

If you have any questions regarding this filing, please contact me at 770-232-7805 or etclifelineforms@cgminc.com.

Respectfully submitted,

Heather Kirby

Heather Kirby, Regulatory Specialist
Expert Telecom Compliance, Inc.

Enclosure

Expert Telecom Compliance, Inc.

1725 Windward Concourse
Suite 150
Alpharetta, Georgia 30005

June 30, 2015

VIA OVERNIGHT DELIVERY

Executive Secretary
North Dakota Public Service Commission
600 E. Boulevard, Dept. 408
Bismarck, ND 58505-0480

Re: Total Call Mobile, Inc.; ETC Annual Report
Case No. PU-12-820

Dear Sir/Madam:

Pursuant to North Dakota Administrative Code § 69-09-05-12.1, enclosed please find for filing the following on behalf of Total Call Mobile, Inc. ("Total Call"):

(1) A report describing the amount of high-cost universal service support the eligible telecommunications carrier received in the prior calendar year and how that support was used for the provision, maintenance, or upgrading of the carrier's facilities and services:

Not applicable, Total Call receives only low-income Lifeline support.

(2) Detailed information on any outage:

See Total Call's FCC Form 481, attached hereto as Exhibit A.

(3) The number of requests for service from potential customers within the designated service area that were unfulfilled during the past year:

Total Call is not aware of any unfulfilled requests of Lifeline qualified customers in the state of North Dakota.

(4) The number of complaints per one thousand handsets:

See Total Call's FCC Form 481, attached hereto as Exhibit A.

(5) Certification that it is complying with applicable service quality standards and consumer protection rules:

See attached Affidavit. See also Exhibit A.

(6) Certification that the carrier is able to function in emergency situations:

See attached Affidavit. See also Exhibit A.

North Dakota Public Service Commission
Total Call Mobile, Inc.
June 30, 2015

(7) Certification that the carrier is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant designated service area:

See attached Affidavit.

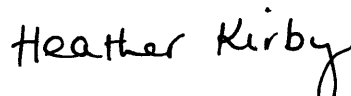
(8) Certification that the carrier acknowledges that the federal communications commission may require it to provide equal access to long-distance carriers in the event no other eligible telecommunications carrier is providing equal access within the designated service area:

See attached Affidavit.

I have also enclosed an extra copy of this letter to be date-stamped and returned to me in enclosed pre-addressed, postage-prepaid envelope.

If you have any questions regarding this filing, please contact me at 770-232-7805 or etclifelineforms@cgminc.com.

Respectfully submitted,



Heather Kirby, Regulatory Specialist
Expert Telecom Compliance, Inc.

Enclosures

North Dakota Public Service Commission
Total Call Mobile, Inc.
June 30, 2015

Affidavit

AFFIDAVIT

STATE OF CALIFORNIA)
)
COUNTY OF LOS ANGELES)

Personally came and appeared before me, the undersigned Notary, the within named Hideki Kato, COO of Total Call Mobile, Inc. ("the Company"), and makes this his statement and Affidavit upon oath and affirmation of belief and personal knowledge that the following matters, fact and things set forth below are true and correct to the best of his knowledge.

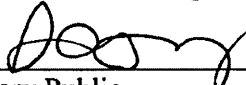
- The Company is in compliance with applicable service quality standards and consumer protection rules;
- The Company is able to function in emergency situations;
- The Company is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant designated service area; and
- The Company acknowledges that the Federal Communications Commission may require it to provide equal access to long-distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the designated service area.

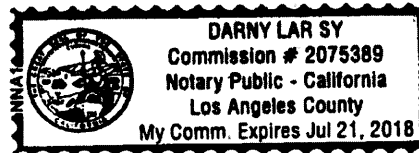


Hideki Kato, COO
Total Call Mobile, Inc.

SWORN TO and subscribed before me, the undersigned Notary Public, the 25 day of June, 2015.

My Commission expires July 21, 2018


Notary Public



North Dakota Public Service Commission
Total Call Mobile, Inc.
June 30, 2015

Exhibit A

Form 481

<010>	Study Area Code	389019
<015>	Study Area Name	Total Call Mobile Inc
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Lisa Hanscom
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3108184300 ext.264
<039>	Contact Email Address: Email of the person identified in data line <030>	lisah@totalcallusa.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
--	---	---

			(check box when complete)	
<100>	Service Quality Improvement Reporting <i>(complete attached worksheet)</i>			
<200>	Outage Reporting (voice) <i>(complete attached worksheet)</i>			✓
<210>	<input checked="" type="checkbox"/> ← check box if no outages to report			
<300>	Unfulfilled Service Requests (voice)			
<310>	Detail on Attempts (voice) <i>(attach descriptive document)</i>			
<320>	Unfulfilled Service Requests (broadband)			
<330>	Detail on Attempts (broadband) <i>(attach descriptive document)</i>			
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed			✓
<420>	Mobile	0.0		
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed			
<450>	Mobile			
<500>	Service Quality Standards & Consumer Protection Rules Compliance <i>(check to indicate certification)</i>			✓
<510>	TOT Form 481_510.pdf <i>(attached descriptive document)</i>			✓
<600>	Functionality in Emergency Situations <i>(check to indicate certification)</i>			✓
<610>	TOT 610 FORM ALL STATES.pdf <i>(attached descriptive document)</i>			✓
<700>	Company Price Offerings (voice) <i>(complete attached worksheet)</i>			
<710>	Company Price Offerings (broadband) <i>(complete attached worksheet)</i>			
<800>	Operating Companies and Affiliates <i>(complete attached worksheet)</i>			✓
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input type="radio"/> <i>(if yes, complete attached worksheet)</i>			
<1000>	Voice Services Rate Comparability Certification			
<1010>	<i>(attach descriptive document)</i>			
<1100>	Certify whether terrestrial backhaul options exist (Yes or No) <input type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>			
<1110>	<i>(complete attached worksheet)</i>			
<1200>	Terms and Condition for Lifeline Customers <i>(complete attached worksheet)</i>			✓

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	<i>(check to indicate certification)</i>		
<2005>	<i>(complete attached worksheet)</i>		

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	<i>(check to indicate certification)</i>		
<3005>	<i>(complete attached worksheet)</i>		

**(100) Service Quality Improvement Reporting
Data Collection Form**

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3106184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> lisah@totalcallusa.com

<110> Has your company received its ETC certification from the FCC? (yes / no)
 If your answer to Line <110> is yes, do you have an existing §54.202(a) "5
 <111> year plan" filed with the FCC? (yes / no)

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How much (USF) was used to improve service quality and how support was used to improve service quality
 <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
 <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

**(200) Service Outage Reporting (Voice)
Data Collection Form**

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

<010> Study Area Code 389019

<015> Study Area Name Total Call Mobile Inc

<020> Program Year 2016

<030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom

<035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264

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

<220>	<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> lisah@totalcallusa.com

Residential Local Service Charge Effective Date	1/1/2015
---	----------

<701> Residential Local Service Charge Effective Date
 <702> Single State-wide Residential Local Service Charge

<a1>								
<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>		
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees

(710) Broadband Price Offerings Data Collection Form
 FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> lisah@totalcallusa.com

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)

**(800) Operating Companies
Data Collection Form**

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

<010> Study Area Code 389019

<015> Study Area Name Total Call Mobile, Inc

<020> Program Year 2016

<030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom

<035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264

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

<810> Reporting Carrier Total Call Mobile, Inc.

<811> Holding Company KDDI US Holding, Inc.

<812> Operating Company Total Call Mobile, Inc.

<813> <a1> Affiliates <a2> SAC <a3> Doing Business As Company or Brand Designation

-- See attached worksheet --			

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

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> lisah@totalcallusa.com

<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 of these boxes to confirm the status described on the attached document(s), 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

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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

<010>	Study Area Code	389019
<015>	Study Area Name	Total Call Mobile Inc
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Lisa Hanscom
<035>	Contact Telephone Number - Number of person identified in data line <030>	3108184300 ext.264
<039>	Contact Email Address - Email Address of person identified in data line <030>	liah@totalcallusa.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<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).

**(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form**

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> lishah@totalcallusa.com



Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP

<http://www.totalcallmobile.com/lifeline.aspx>

"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,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.

(2000) 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

<010> Study Area Code
 <015> Study Area Name
 <020> Program Year
 <030> Contact Name - Person USAC should contact regarding this data
 <035> Contact Telephone Number - Number of person identified in data line <030>
 <039> Contact Email Address - Email Address of person identified in data line <030>

389019
 Total Call Mobile Inc
 2016
 Lisa Hanscom
 3199164500 ext-244
 lisah@totalcallusa.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen 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.

- <2010> Incremental Connect America Phase I reporting
 - 2nd Year Certification (47 CFR § 54.313(b)(1))
 - 3rd Year Certification (47 CFR § 54.313(b)(2))
- <2011a> Attachment (47 CFR § 54.313(b)(1))i
- <2011b> Attachment (47 CFR § 54.313(b)(1))ii

- Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))**
 - <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))
 - <2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))
 - <2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))
 - <2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))
- 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))**
 - <2017> 3rd year Broadband Service Certification
 - <2018> 5th year Broadband Service Certification
 - <2019> Interim Progress Certification

Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form**

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext. 264
 <039> Contact Email Address - Email Address of person identified in data line <030> lisa@totalcallusa.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring 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.

(3010) **Progress Report on 5 Year Plan**
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313(f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

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

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(3014) If yes, does your company file the RUS annual report

Please check these boxes to confirm that the attached document(s), 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) for 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

(3018) If the response is no on line 3014, is your company audited?

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

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

(3021) Management letter and 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) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation (Continued)
 Data Collection Form

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

<010> Study Area Code 389019
 <015> Study Area Name Total Call Mobile Inc
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Lisa Hanscom
 <035> Contact Telephone Number - Number of person identified in data line <030> 3108184300 ext.264
 <039> Contact Email Address - Email Address of person identified in data line <030> llsahil@totalcallusa.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	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Lisa Hanscom
<035> Contact Telephone Number - Number of person identified in data line <030>	3108184300 ext.264
<039> Contact Email Address - Email Address of person identified in data line <030>	lisah@totalcallusa.com

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

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

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Lisa Hanscom
<035> Contact Telephone Number - Number of person identified in data line <030>	3108184300 ext.264
<039> Contact Email Address - Email Address of person identified in data line <030>	lisah@totalcallusa.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	
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.	
Name of Authorized Agent:	Expert Telecom Compliance, Inc.
Name of Reporting Carrier:	Total Call Mobile Inc
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/25/2015
Printed name of Authorized Officer:	Hideki Kato
Title or position of Authorized Officer:	COO
Telephone number of Authorized Officer:	3108184300 ext.233
Study Area Code of Reporting Carrier:	389019 Filing Due Date for this form: 07/01/2015
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.	

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	
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.	
Name of Reporting Carrier:	Total Call Mobile Inc
Name of Authorized Agent or Employee of Agent:	Expert Telecom Compliance, Inc
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/25/2015
Printed name of Authorized Agent or Employee of Agent:	Heather Kirby
Title or position of Authorized Agent or Employee of Agent:	Regulatory Specialist
Telephone number of Authorized Agent or Employee of Agent:	7702327805 ext.
Study Area Code of Reporting Carrier:	389019 Filing Due Date for this form: 07/01/2015
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.	

Attachments



Description of Compliance with Service Quality Standards and Consumer Protection
(FCC Form 481, Line 510)

Total Call Mobile, Inc. ("TCM" or the "Company") has complied with the applicable service quality standards and consumer protection rules, as required by 47 C.F.R. § 54.422(b)(3).

1. CTIA Consumer Code for Wireless Service

TCM has researched and implemented procedures to comply with the Cellular Telecommunications and Internet Association's (CTIA) Consumer Code for Wireless Service.

2. Customer Proprietary Network Information (CPNI)

TCM has researched and implemented procedures to comply with federal and state regulations concerning CPNI.

3. TCM Customer Service

TCM continues to provide quality customer service. Customers may contact Customer Care by dialing "611" from their TCM handset, by dialing the Company's toll free customer service number, and by e-mailing or mailing the Company. TCM has customer service representatives who speak Spanish available at all times. In addition, TCM has implemented a number of automated systems and web options for customer needs, which will also provide all the information in the Spanish language. Operationally, once TCM is made aware of consumer complaints and inquiries, a trained customer care supervisor or manager will respond within 48 hours. Where a phone number is associated with the complaint, the customer will be contacted by telephone (minutes will not count against the customer). Otherwise, TCM will use e-mail or regular mail, depending on the customer's preference or the information available to TCM. Furthermore, TCM has designated a contact person to work with the Commission in the event that complaint resolution is necessary.



Description of Functionality in Emergency Situations
(FCC Form 481, Line 610)

As a reseller, the Company purchases services from its underlying facilities-based carriers, such as Sprint PCS. Through the Company's agreements with its underlying carriers, the Company has the ability to remain functional in emergency situations. The underlying facilities based-carriers have advised that their networks have reasonable amounts of back-up power and the ability to reroute traffic around damaged facilities and manage traffic spikes resulting from emergency situations. Thus, the Company's service is capable of remaining functional in emergency situations.



Addendum

FCC Form 481, Line 210

Data on voice service outages is not provided to Total Call Mobile, Inc. by its underlying service carriers, Sprint and AT&T. Total Call Mobile understands that this information is provided to the FCC directly by its underlying carriers.

FCC Form 481, Line 420

The number of complaints per 1000 customers was calculated by adding the total number of complaints for 2014 and dividing that number by the quotient of the sum of the number of customers for 2014 (as provided in the FCC Form 497) divided by 1000