

**Expert Telecom Compliance, Inc.**

1725 Windward Concourse  
Suite 150  
Alpharetta, Georgia 30005

June 30, 2016



**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 & Copy of FCC Form 481  
Case No. PU-12-820

Dear Sir/Madam:

Pursuant to North Dakota Administrative Code § 69-09-05-12.1, enclosed please find for filing an original and three (3) copies the following on behalf of Total Call Mobile, Inc. ("Total Call"), along with a copy of the Company's FCC Form 481 attached as Exhibit A:

(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:

**Data on voice services 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.**

(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:

**None.**

North Dakota Public Service Commission  
Total Call Mobile, Inc.  
June 30, 2016

(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.**

(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.**

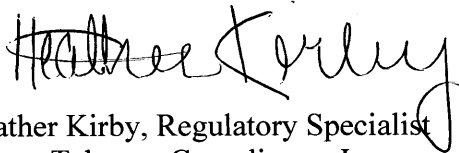
(8) Certification that the carrier acknowledges that the federal communications commission may require it to provide equal access to long-distance carriers in the event no other eligible telecommunications carrier is providing equal access within the designated service area:

**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](mailto: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, 2016

**Affidavit**

AFFIDAVIT

STATE OF NEW JERSEY

)

)

COUNTY OF BERGEN

)

Personally came and appeared before me, the undersigned Notary, the within named Michael Morrissey, General Counsel 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.

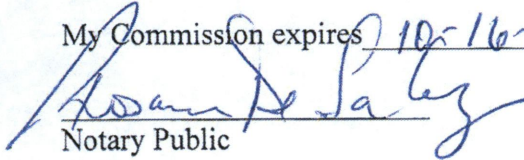
- To the best of my knowledge, the Company is in compliance with applicable service quality standards and consumer protection rules;
- The Company is able to function in emergency situations;
- The Company is offering a local usage plan comparable to that offered by the incumbent LEC in the relevant 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.



Michael Morrissey, General Counsel  
Total Call Mobile, Inc.

SWORN TO and subscribed before me, the undersigned Notary Public, the 30th day of June, 2016.

My Commission expires 10-16-2017



Notary Public

**Rosanna De La Cruz**  
**NOTARY PUBLIC OF NEW JERSEY**  
**ID # 2426181**  
**My Commission Expires 10/16/2017**

North Dakota Public Service Commission  
Total Call Mobile, Inc.  
June 30, 2016

**Exhibit A**

**Form 481**

<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	<b>FCC Form 481</b> 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	2017
<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
Form Type	54.422

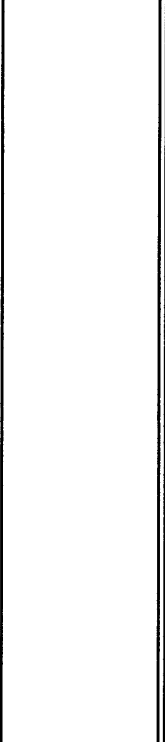
**(100) Service Quality Improvement Reporting  
Data Collection Form**

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	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lisa Hahscom
<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

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

If your answer to Line <111> is yes, please 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.



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

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

<010> Study Area Code  
<015> Study Area Name  
<020> Program Year

389019  
Total Call Mobile Inc  
2017

<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

<300> Unfulfilled service request (voice)

<310> Detail on attempts (voice)

\_\_\_\_\_

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

\_\_\_\_\_

Name of Attached Document

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

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

<010>	Study Area Code	389019
<015>	Study Area Name	Total Call Mobile Inc
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lisa Hancom
<035>	Contact Telephone Number - Number of person identified in data line	3108184300 ext.264
<039>	Contact Email Address - Email Address of person identified in data line	liahah@totalcallusa.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

**(500) Compliance With Service Quality Standards and Consumer Protection Rules  
Data Collection Form**FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Lisa Hanscom
<035> Contact Telephone Number - Number of person identified in data line <030>	3109184300 ext.264
<039> Contact Email Address - Email Address of person identified in data line <030>	lisaah@totalcallusa.com
<500> Certify compliance with applicable service quality standards and consumer protection rules	

<510> Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance

**(600) Functionality in Emergency Situations  
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	2017
<030> Contact Name - Person USAC should contact regarding this data	Lisa Hanecom
<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>	lisaah@totalcallusa.com
<600> Certify compliance regarding ability to function in emergency situations	
<610> Descriptive document for Functionality in Emergency Situations	







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

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

<010> Study Area Code 389019  
 <015> Study Area Name Total Call Mobile Inc  
 <020> Program Year 2017  
 <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

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

<910> Tribal Land(s) on which ETC Serves

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

Select Yes or No or Not Applicable

- <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.

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

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

<010> Study Area Code 389019  
 <015> Study Area Name Total Call Mobile Inc  
 <020> Program Year 2017  
 <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

<1000> Voice services rate comparability certification

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

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

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

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

**(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	2017
<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

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

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(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	2017
<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

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Name of Attached Document

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	
<1220>	Link to Public Website	HTTP <a href="https://www.totalcallmobile.com/Terms">https://www.totalcallmobile.com/Terms</a>

"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.

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

**(2000) Price Cap Carrier Additional Documentation**  
**Data Collection Form**  
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<010> Study Area Code 389019  
 <015> Study Area Name Total Call Mobile Inc  
 <020> Program Year 2017  
 <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

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

(2000) Price Cap Carrier Additional Documentation (Continued)  
 Data Collection Form  
 Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

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

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54,309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)




Name of Attached Document Listing Required Information

Name of Attached Document Listing Required Information

<010>	Study Area Code	389019
<015>	Study Area Name	Total Call Mobile Inc
<020>	Program Year	2017
<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

Complete the items below to note compliance with 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.

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

(3010A) Milestone Certification {47 CFR § 54.313(f)(1)(i)}

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

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

(3012B) Please Provide Attachment Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No)

(3014) If yes, does your company file the RUS annual report (Yes/No)

Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation Name of Attached Document Listing Required Information

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

If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

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

(3021) Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

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

(3005) Rate Of Return Carrier Additional Documentation (Continued)  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0988/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Lisa Hanecom
<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

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant in Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends


<010>	Study Area Code	389019
<015>	Study Area Name	Total Call Mobile Inc
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Lisa Hanson
<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

**4005 Rural Broadband Experiment**

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

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

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

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

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

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

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

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

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

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

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

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2017
<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:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/28/2016
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:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	389019
<015> Study Area Name	Total Call Mobile Inc
<020> Program Year	2017
<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:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	389019
Filing Due Date for this form:	07/01/2016
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 Firm:	Expert Telecom Compliance, Inc
Signature of Authorized Agent or Employee of Agent:	Date: 06/27/2016
Name of Authorized Agent Employee:	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:	07/01/2016
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.