RECEIVED-DOCKETING BIY

2008 NOV -4 PM 2: 18

PUCN

TOTAL HOLDINGS, INC. d/b/a GTC Communications

November 3, 2008

VIA OVERNIGHT DELIVERY

Renee Jenkins Director of Administration Public Utilities Commission of Ohio 180 E. Broad Street Columbus, Ohio 43215-3793

Re: First Data Request, Case No. 08-1163-TP-ACE Total Holdings, Inc. d/b/a GTC Communications

Dear Ms. Jenkins:

90-6385-TP-TRF

Pursuant to staff request, enclosed please find for filing an original and seven (7) copies of the following amendment and supplemental information for Total Holdings, Inc. d/b/a GTC Communications.

- Revised original sheet no. 1 of the proposed tariff (Title sheet);
- Added Exhibit "L" -- Applicant's proposed rates and charges;
- Revised sample bill;
- Revised disconnect notice; and
- Revised LOA.

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it to me in the enclosed self-addressed postage prepaid envelope. Any questions regarding this filing may be directed Alice Breslow, Compliance Paralegal, at 213-995-9700 x264 or via electronic mail at <u>legal@mygtc.com</u>. Thank you.

Respectfully submitted,

Chief Executive Officer Total Holdings, Inc.

Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business. Technician ______ Date Processed NOV 0.4 2008

TITLE SHEET

OHIO TELECOMMUNICATIONS TARIFE

APPLICABLE TO RESOLD INTEREXCHANGE SERVICES

Pursuant to Case No. 06-1345-TP-ORD and Rule 4901:1-6, this tariff contains the regulations and rates applicable to the furnishing of telecommunications service provided with the State of Ohio by Total Holdings, Inc. d/b/a GTC Communications ("GTC Communications" or "GTC"), with principal offices at 707 Wilshire Boulevard, 12th Floor, Los Angeles, California 90017. This tariff is on file with the Public Utilities Commission of Ohio, and copies may be inspected during normal business hours, at the Company's principal place of business. Company's descriptions, regulations, and rates applicable to the furnishing of detarlifed long distance telecommunications services within the State of Ohio can be found on its website at www.gtccomm.com.

ISSUE DATE: October 9, 2008

EFFECTIVE DATE:

Issued under authority of the Public Utilities Commission of Ohio In Case No. 08-____-TP-ACE Mark Leafstedt, CEO and Treasurer 707 Wilshire Boulevard, 12th Floor Los Angeles, California 90017

EXHIBIT L

Description of Services and Rates and Charges

1. <u>1+Dialing</u>

This service permits Customers to originate call via switched or dedicated access lines, and to terminate intrastate calls. The Customer dials "1+" followed by "ten digits" or dials "101XXXX" followed by "1+ ten digits". A \$2.00 minimum monthly billing requirement, per telephone line, applies. Customers whose monthly usage per telephone line is less than the minimum excluding taxes and surcharges for the monthly billing period, will be billed the minimum amount.

1.1 Basic Plan

\$0.199 per minute

A \$4.95 per month service charge applies. Billed in one-minute increments.

1.2 <u>Residential Plan</u>

\$0.07 per minute

A \$1.95 per month service charge applies. Billed in one-minute increments.

1.3 Business Plan

\$0.07 per minute

A \$4.95 per month service charge applies Billed in one-minute increments.

1.5 Business ePlan

\$0.07 per minute

A \$1.95 per month service charge applies. Billed in one-minute increments.

2. <u>Travel Cards</u>

The Customer utilizes an 11-digit "toll-free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten-digit number of the called party.

٠.

2.1 Basic Travel Card

\$0.149 per minute

A \$0.25 per call service charge applies. Billed in one-minute increments.

3. <u>Toll Free</u>

This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

\$0.10 per minute

A \$10 monthly minimum usage, per toll-free number, applies. This charge will appear on the bill each month that a customer's toll-free billing, per toll-free number, is less than \$10.00. Billed in one-minute increments.

GTC Communications

GTC Communications 707 Wilshire Boulevard, 12th Floor Los Angeles, California 90017 FOR BILLING INQUIRIES: 1-800-486-4030 FOR SERVICE INQUIRIES: 1-XXX-XXX

John E. Doe 1 Drive Anytown, OH 12345

PAST DUE CHARGES		\$.00	
CURRENT CHARGES			
DOMESTIC	\$.00		
INTERNATIONAL	\$.00		
FEDERAL TAX	\$.00		
STATE TAX	\$.00		
LOCAL/OTHER CHARGES	\$.00		
TOTAL CURRENT C	HARGES	\$.00	
TOTAL AMOUNT DU	UE BY 00/00/00	\$.00	,

Please contact our billing department if you have any questions or complaints concerning your invoice. If your complaint is not resolved after you have call GTC Communications, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 or for TDD/TYY Toll Free 1 (800) 686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact The Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5822 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

IMPORTANT: Please detach and return this portion with your payment

ACCOUNT	INVOICE	CURRENT	TOTAL	AMOUNT
	DATE	CHARGES	AMOUNT DUE	ENCLOSED
(000) 000-0000	00/00/00	\$.00	\$.00	

John E. Doe

1 Drive Anytown, OH 12345

PLEASE MAKE CHECKS PAYABLE TO:

GTC Communications 707 Wilshire Boulevard, 12th Floor Los Angeles, California 90017

A one-time late fee of 1.5% will be charged on any monthly invoice due for more than 30 days.

GTC COMMUNICATIONS

ACCOUNT NUMBER: INVOICE DATE:

P0000 00/00/00

ORGINATING NUMBER: (000) 000-0000

DATE	TIME	LOCATION AND NUMBER	MIN.	COST
		CALLED		
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	.0	<u> </u>
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00
00/00/00	00:00 AM	Anytown, US (000) 000-0000	0	.00

SAMPLE NOTICE OF DISCONNECTION FOR NON-PAYMENT OF BILLS

GTC Communications

Month/Day/Year

«namel» «addla» «addr1» «city1», «state1» «zip1» Re: GTC Communications Amount Due: \$«totaldue» Account # «account»

Dear «name1»

FINAL NOTICE

Your account with GTC Communications ("GTC") is seriously past due. To prevent interruption of your service and to avoid any reconnection fees, please remit payment immediately by sending a check or money order directly to GTC Communications at the address indicated below for the full amount due.

Failure to remit full payment within 10 days from the date of this letter will result in the SUSPENSION of your GTC long distance service. In the event your account is suspended for non-payment, this letter will serve as notice that GTC long distance services will not be available to any telephones assigned to this account.

If you have already made a payment in full to this account or wish to make a credit card payment over the phone, please contact us immediately at 800-486-4030. Our Customer Care Representatives are available from 8:00 A.M. to 8:00 P.M. Monday through Saturday, Pacific Time. If you have not paid the above amount in full, please do so immediately.

If you believe that the amount now overdue was billed in error, GTC Communications will investigate the disputed amount upon written request. If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called GTC Communications or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <u>www.puco.ohio.gov</u>. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

If you would prefer to be billed by credit card each month, please contact our customer service department at 800-486-4030 and we can establish automated credit card payments. Remember, there is NO MONTHLY FEE for residential customers who choose to be billed by credit card with online billing.

Thank you for your cooperation,

Sincerely,

GTC Communications Receivable Services

«name1»

«add1a» «addr1» «city1», «state1» «zip1»

Amount: \$«totaldue» Account # «account» GTC Communications P.O. Box 7270 Newport Beach, CA 92658-7270

GTC Communications

Residential Letter of Agency

Please complete and submit this sign-up form that authorizes a switch of your long-distance carrier to GTC Communications.

Personal Information	
Customer Name (First/Last):	
Customer Service Address Line 1:	
Customer Service Address Line 2:	
City, State and Zip Code:	
Billing Address (if different than Service Address):	
Customer Contact Number:	
Email Address:	

Billing Information			
The following telephone numbers will be s	switched to GTC Communications:		· · · · · · · · · · · · · · · · · · ·
() -	Add Local Toll? (Please check one)	🗌 Yes	No No
()	Add Local Toll? (Piease check one)	🗋 Yes	No No
() -	Add Local Toll? (Please check one)	Yes	
() -	Add Local Toll? (Please check one)	☐ Yes	

Payment Method (please check one)						
Yes, I would like to pay by credit card.						
Name on Credit Card						
Credit Card Type		· · · · · · · · · · · · · · · · · · ·				
Credit Card Number						
Card Verification Code*						
Expiration Date			······································		-	
Yes, I would like to pay by check.	······································			······································		

* For your protection, we require a Card Verification Code to process credit card transactions. This verification code is either three or four-digits and is printed on your credit card. For MasterCard, Visa, and Discover, the card verification code is a three-digit number located on the reverse side of your credit card, printed in the signature box following a reprint of your full or partial credit card number. For American Express, the verification code number is a four-digit number on the front of the card located above the credit card number on either the right or the left side of your American Express credit card.

GTC Communications Residential 3.9 Cent Plan Details

Your state-to-state rate is 3.9¢ per minute. Calls to Alaska and to/from Hawaii are 15¢ per minute. Service not available from Alaska. All calls are billed in whole minute increments. Partial minutes are rounded up to the next whole minute. Applicable federal, state and local taxes, assessments, surcharges, or fees, including sales taxes, use taxes, gross receipts taxes, universal service fund charges and municipal utilities taxes, are billed as separate line items and are not included in the rates quoted herein. GTC Communications may also impose a \$0.99 Regulatory Cost Recovery fee per line for state-to-state and international calls billed. A \$2.00 minimum per usage charge will be billed per telephone number that does not meet the required usage minimum International rates will vary and surcharges may apply. In-state rates may vary and a monthly recurring charge of \$1.95 may apply. Your local toil rate is the same as your in-state rate. To check your in-state rate, log on to http://www.gtccomm.com or call 1-800-486-4030.

Letter of Authorization

By signing this form, I certify that I am 18 years old and authorize GTC Communications to become my primary long distance (and local toll, if applicable) carrier for the telephone number(s) listed on this sign-up form and to contact the Local Phone Company on my behalf. I understand that the local service provider(s) may charge a fee to switch my long distance service and/or my local toll service to GTC Communications. This fee will appear on a future local service provider bill. I further understand and agree to the rates, charges and terms and conditions of the GTC communications Service Agreement located http://www.gtccomm.com.