



August 4, 2014

ELECTRONIC FILING

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH 43215-3793

Re: Total Call Mobile, Inc. Quarterly Reports

Dear Sir or Madam:

Pursuant to the order designating Total Call Mobile, Inc. ("TCM") as an Eligible Telecommunications Carrier on May 15, 2013, please find attached the quarterly report for Q1 2014.

Should you have any questions about this submission, please do not hesitate to contact me at (310) 818-4300 ext. 264 or lisah@totalcallusa.com.

Sincerely,

A handwritten signature in black ink, appearing to be "Lisa Hanscom".

Lisa Hanscom
Counsel
Total Call Mobile, Inc.

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunications Carrier (CETC) Quarterly Reporting Form
(Effective 08/02/2013)

Date: 7/10/14

Company Name: Total Call Mobile, Inc.

Report Contact Person: Lisa Hanscom

Phone: 310-818-4300 ext. 264

Report Contact Person's Email Address: lisah@totalcallusa.com

Reporting Year: 2014

Quarter: ☒ 1st Quarter ☐ 2nd Quarter ☐ 3rd Quarter ☐ 4th Quarter

Type of plans offered (Check all that apply):

☐ Limited minute - Voice only ☒ Limited Minute – Voice and SMS Messages

☐ Unlimited – Voice only ☒ Unlimited – Voice and SMS Messages

☒ Other – Unlimited Voice, SMS Messages, and Data

Number of Applications Received: 2,213

Number of Applications Approved (Total): 1,161

Number of Applications Approved – Income Based Verification: 0

Number of Applications Approved – Program Based Verification: 1,161

Number of Applications Denied: 1,052

Number of Handsets De-Activated due to non-usage for 60-days^{*}: 889

Number of Handsets De-Activated due to verification failure¹: 0

Number of subscribers re-enrolled subsequent to de-enrollment: 0

Attachments	Description:
A	Ohio Reporting Data Spreadsheet
B	Customer Enrollment Call Log
C	Technical Support Call Log
D	Application Denial/Rejection Log

^{*} No longer billed on Form 497.

¹ No longer billed on Form 497.

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunication Carrier - Ohio Reporting Data
Attachment A

Company Name : Total Call Mobile, Inc.

Quarter: 1

Year: 2014

Month: January

Plan Name	# of Subscribers*	# of Subscribers - Depleted Plan Mins by end of Month*	% of Subscribers - Depleted Plan Mins by end of Month*	# of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	% of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	Average # of Add'l Mins Purchased **	% of Minutes used for voice	% of Minutes used for SMS
150 Minute Plan	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
250 Minute Plan	4374	1618	37	339	8	177	80%	20%
1000 Talk & 1000 Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk & Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk, Text & Data	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	4374	1618	36.99%	339	7.75%			

* This number is based on the number of subscribers who were enrolled in Lifeline service as of the first of the month.

** This number is based on the 60 subscribers who purchased additional minutes this month.

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunication Carrier - Ohio Reporting Data
Attachment A

Company Name : Total Call Mobile, Inc.

Quarter: 1

Year: 2014

Month: February

Plan Name	# of Subscribers*	# of Subscribers - Depleted Plan Mins by end of Month*	% of Subscribers - Depleted Plan Mins by end of Month*	# of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	% of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	Average # of Add'l Mins Purchased **	% of Minutes used for voice	% of Minutes used for SMS
150 Minute Plan	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
250 Minute Plan	4117	1317	32	372	9	201	80%	20%
1000 Talk & 1000 Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk & Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk, Text & Data	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	4117	1317	31.99%	372	9.04%			

* This number is based on the number of subscribers who were enrolled in Lifeline service as of the first of the month.

** This number is based on the 88 subscribers who purchased additional minutes this month.

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunication Carrier - Ohio Reporting Data
Attachment A

Company Name : Total Call Mobile, Inc.

Quarter: 1

Year: 2014

Month: March

Plan Name	# of Subscribers*	# of Subscribers - Depleted Plan Mins by end of Month*	% of Subscribers - Depleted Plan Mins by end of Month*	# of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	% of Subscribers - Depleted Plan Mins w/in 1st 15 days of the month*	Average # of Add'l Mins Purchased **	% of Minutes used for voice	% of Minutes used for SMS
150 Minute Plan	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
250 Minute Plan	4227	1353	32	265	6	244	81%	19%
1000 Talk & 1000 Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk & Text	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Unlimited Talk, Text & Data	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Total	4227	1353	32.01%	265	6.27%			

* This number is based on the number of subscribers who were enrolled in Lifeline service as of the first of the month.

** This number is based on the 68 subscribers who purchased additional minutes this month.

The Public Utilities Commission of Ohio

Year: 2014

Quarter: ☒ 1st Quarter ☐ 2nd Quarter ☐ 3rd Quarter ☐ 4th Quarter

[illegible]

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunications Carrier (CETC) – Technical Support Call Log
Attachment C

Company Name: Total Call Mobile, Inc.

Year: 2014

Quarter: ☒ 1st Quarter ☐ 2nd Quarter ☐ 3rd Quarter ☐ 4th Quarter

Reason for Call*	Month: January	Month: February	Month: March
Top Off	25.2%	25.2%	25.2%
Technical/Equipment Issue	6.8%	6.8%	6.8%
Balance Inquiry	11.0%	11.0%	11.0%
Product Questions	3.9%	3.9%	3.9%
Refill PIN Inquiries	1.8%	1.8%	1.8%
Activations	1.4%	1.4%	1.4%
Number Changes	4.8%	4.8%	4.8%
ESN Swap	8.2%	8.2%	8.2%
Data Issue	7.8%	7.8%	7.8%

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunications Carrier – Technical Support Call Log
Attachment C (continued)

Reason for Call	Month: January	Month: February	Month: March
Credit Card Purchase	23.7%	23.7%	23.7%
Plan Questions/Changes	1.8%	1.8%	1.8%
Feature Questions	2.0%	2.0%	2.0%
Phone Questions	1.4%	1.4%	1.4%
Other	1.1%	1.1%	1.1%

* Total Call Mobile does not currently maintain separate customer service records of Lifeline customers by state. This response reflects our available data on the types of calls that Total Call Mobile received from both its Lifeline and non-Lifeline customers in 2013.

The Public Utilities Commission of Ohio
Competitive Eligible Telecommunications Carrier – Application Denial/Rejection Log
Attachment D

Company Name: Total Call Mobile, Inc.

Year: 2014

Quarter: ☒ 1st Quarter ☐ 2nd Quarter ☐ 3rd Quarter ☐ 4th Quarter

Reason for Denial*	Month: January	Month: February	Month: March
Duplicate Customer	116	389	386
Customer did not have valid documents	10	46	74
Customer did not certify required information	2	9	12
ZIP outside coverage area	3	1	6

* Denial based on Total Call Mobile's review of applications entered through its third party software application.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

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Case No(s). 13-1115-TP-COI

Summary: Report Total Call Mobile Quarter 1 Report 2014 electronically filed by Lisa Hanscom on behalf of Total Call Mobile, Inc.