

**OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION**

ORIGINAL

Docket No. 10-0392
ICC Office Use Only

CAL Communications Inc.

Application for a certificate of :
prepaid calling service provider authority :
services throughout the :
State of Illinois. :

ILLINOIS
COMMERCE COMMISSION
2010 JUN 21 A 11:11
CHIEF CLERK'S OFFICE

**APPLICATION TO OBTAIN A
"CERTIFICATE OF PREPAID CALLING SERVICE PROVIDER AUTHORITY"**
(Use additional sheets as necessary.)

GENERAL

1. Applicant's Name (including d/b/a, if any)

FEIN # 36-3492858

CAL Communications Inc.
1572 Barclay Blvd.
Buffalo Grove, IL 60089

Please complete the following with respect to the Applicant and Underlying Carrier:

2. Please provide the Applicant's toll-free customer service number.

(888) 243-3390

3. In what area or areas of the state does the Applicant propose to provide service?

Statewide

4. Please attach a sheet designating contact persons to work with Illinois Commerce Commission Staff on the following:

- a) issues related to processing this application
- b) consumer issues
- c) customer service complaint resolution
- d) technical and service quality issues and compliance with service quality standards and remedies
- e) "tariff" and pricing issues
- t) security/law enforcement

Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

See attached Exhibit A

5. Please check type of organization,

Individual

Corporation

Partnership

Date corporation was formed January 16, 1987

Other (Specify)

In what state? Illinois

6. Submit a copy of articles of incorporation or other organization documents, a copy of and contract with any underlying carrier(s) and a copy of certificate of authority to transact business in Illinois.

See attached Exhibit B

7. List jurisdictions (other than Illinois) in which Applicant is offering service(s).

Applicant is not offering service in any other jurisdiction.

8. Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?

YES (Please provide details) NO

9. Have there been any complaints or judgments levied against the Applicant in any other jurisdiction?

YES NO

If YES, describe fully. _____

10. Has Applicant provided service under any other name?

YES NO

If YES, please list. _____

II. Is the Applicant seeking an expedited application pursuant to Section 13-404.1 (b)?

YES NO

If YES, please provide the name of the underlying carrier(s) and the docket number of the underlying carrier(s) certification proceeding.

**Applicant was issued a Certificate of Interexchange & Local Exchange Authority in
Docket No. 05-00620**

MANAGERIAL

12. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in narrative form, resumes of key personnel, or a combination of these forms.

Please see attached Exhibit C

13. List officers or principals of Applicant.

Carlos A. Lopez, President

14. Does any officer or principals of Applicant have an ownership or other interest in any other entity, which has provided or is currently providing telecommunication services? YES NO

If YES, list entity. _____

15. How does Applicant propose to handle service complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission?)

CAL will handle all customer service issues from its corporate offices in Buffalo Grove IL, via our toll free number. CAL provides effective and efficient customer complaint resolution, each customer is notified of his/her right to escalate at anytime to a customer care team leader or manager. The customer is also informed of his/her right to contact the Illinois Commerce Commission if for any reason his/her respective complaint has not been fully resolved.

16. Does Applicant currently maintain service quality standards?

YES NO

If YES, please attach what those standards are, any credits that may be issued for failures and how customers are notified.

See Attached Exhibit D

17. Will personnel be available at Applicant's business office during regular working hours to respond customer inquiries about service or billing? YES NO

18. What telephone number(s) would a customer use to contact your company (other than the toll-free customer service number provided in response to question I)?

(847) 537-2425

19. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

YES NO

FINANCIAL

20. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service. **See Attached Exhibit E**

TECHNICAL

21. Does Applicant utilize its own equipment and / or facilities? YES NO

If YES, please list the equipment and / or facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities:

If NO, which underlying carrier's facilities does the Applicant intend to use?

Verizon, AT&T, and Sprint or other similar provider

20. Please describe the nature of prepaid service to be provided (e.g., general service, location specific service, discounted rates for specific countries, etc.).

Applicant will provide general prepaid services with a focus on wireless phone products and services.

23. Will technical personnel be available at all times to assist customers with service problems?

X YES NO

24. Please attach a copy of the front and back of any prepaid calling cards Applicant currently sells.

Applicant currently does not sell any cards.



(Signature of Applicant)

VERIFICATION

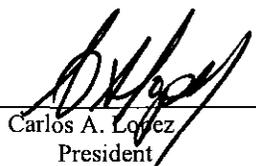
This application shall be verified under oath.

OATH

State of Illinois
County of Cook

)
) ss
)

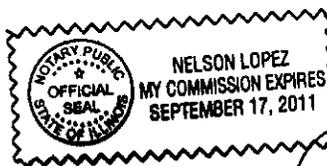
Carlos A. Lopez makes oath and says that he is President of CAL Communications Inc. that he has examined the foregoing application and that to the best of his knowledge, information, and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein



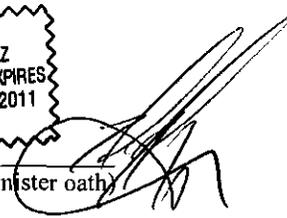
Carlos A. Lopez
President

Subscribed and sworn to before me, a Notary Public/_____

in the State and County above named, this 15 day of June , 2010.



(Signature of person authorized to administer oath)



EXHIBITS

Exhibit A	Designated Contact Person
Exhibit B	Articles of Incorporation And Certificate of Good Standing
Exhibit C	Management & Technical Information
Exhibit D	Quality Standards
Exhibit E	Financial Information