

**OFFICIAL FILE**

**ORIGINAL**

**ILLINOIS COMMERCE COMMISSION**

(File this application via e-docket, or if unable to do so, file one original verified application with the Chief Clerk.)

Docket No. 12-0131  
ICC Office Use Only

Please provide the appropriate information in the ( ) areas in the heading below.

NTI Talk Inc. ) :  
: :  
Application for a certificate of : :  
prepaid calling service provider authority : :  
in (list specific area) in the : :  
State of Illinois. : :

CHIEF CLERK'S OFFICE  
2012 FEB 23 A 10:56  
ILLINOIS COMMERCE COMMISSION

**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 # 45-3018039

**NTI Talk Inc.  
5875 N. Lincoln Avenue, Suite 142  
Chicago, Illinois 60659**

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

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

**1-800-745-1021**

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

**Applicant requests authority to offer prepaid calling card services throughout the state of Illinois.**

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
- f) 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 Exhibit 1**

5. Please check type of organization.

Individual  
 Partnership

Corporation  
Date corporation was formed: August 16, 2011  
In what state? Illinois

Other (Specify)

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

**The articles of incorporation are attached as Exhibit 2. Copies of contracts with underlying carriers are attached as Exhibit 3. Because Applicant is an Illinois corporation, it is not required to obtain a Certificate of Authority to Transact Business in Illinois.**

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

**Not applicable. Applicant does not offer prepaid calling card services in any state at this time.**

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. \_\_\_\_\_

11. 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. \_\_\_\_\_

**Dollar Phone Enterprise Inc. (Case No. 08-0471); iBasis Retail Inc. (Case Nos. 08-254; 08-255)**

**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.

**See Exhibit 4**

13. List officers or principals of Applicant.

**Kawthar Rabie, 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 telecommunications services? \_\_\_\_ YES  X  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?)

**Applicant will provide its customers with 24-hour automated customer service assistance to allow customers to bring service, billing, and repair questions or complaints to the Company's attention 24 hours a day, 7 days a week, facilitating the quick and efficient resolution of customer concerns. Customers may reach customer service toll-free at (800) 745-1021 to initiate service complaints or credit requests or to receive updates on reported problems or pending credit requests. Inquiries regarding service or billing may also be made in writing. Customers calling customer service may transfer to a company representative for additional information or assistance. Applicant's proposed tariff will advise customers that they have the right to contact the Illinois Commerce Commission ("ICC") for resolution of customer service and billing issues and provides the address and toll-free number of the ICC.**

16. Does Applicant currently maintain service quality standards?

X  YES \_\_\_\_\_ NO

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

**See Exhibit 5**

17. Will personnel be available at Applicant's business office during regular working hours to respond to customer inquiries about service or billing?  X  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 1)?

**1-800-745-1021**

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

X  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 Exhibit 6**

**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:

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

**Applicant intends to use the underlying facilities of World Communication Group Services Inc. Applicant also has Carrier Services Agreements in place with other carriers for the provision of toll-free and local access numbers, and for the provision of specific international routes. All Carrier Services Agreements in place are attached as Exhibit 3.**

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

**Applicant's services will include discounted rates for calling international destinations through calling cards and Web Pinless sales. Applicant will provide distributors with prepaid calling cards that will allow customers to place calls all over the world at a discounted rate. Applicant's website, NTITALK.COM, will provide customers with state-of-the art technology enabling them to place calls internationally without the use of PINs or calling cards. Customer will be able to purchase prepaid minutes at a per-minute rate depending on the destination.**

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

YES  NO

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

**N/A; Applicant does not currently sell any prepaid calling cards in any state.**



(Signature of Applicant)

