

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

Docket No. 14-0705
ICC Office Use Only

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

MTI (USA) LLC :
:
Application for a certificate of :
prepaid calling service provider authority :
in the State of Illinois statewide. :

ILLINOIS COMMERCE
COMMISSION
2014 NOV 26 P 2:01
CHIEF CLERK'S OFFICE

PUBLIC REDACTED VERSION
CONFIDENTIAL EXHIBIT 6 – FINANCIAL STATEMENTS

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 # 46-4175216

MTI (USA) LLC

Address: Street 1511 N. Westshore Blvd. Suite 750

City Tampa State/Zip Florida/ 33607

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

2. Please provide the Applicant's toll-free customer service number.
(800) 914-3201

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:

See Exhibit 1

- 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.

5. Please check type of organization.

Individual Corporation
 Partnership Date corporation was formed _____
In what state? _____
 Other (Specify) Limited Liability Company

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.

See **Exhibit 2** for a copy of Applicant's limited liability agreement, Delaware certificate of formation and a copy of certificate of authority to transact business in Illinois. Applicant does not have any contracts with any underlying carriers(s).

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

California

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. _____

MANAGERIAL

13. List officers or principals of Applicant. See **Exhibit 4**

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 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?)

Customer Care representatives and 24-hour automated customer assistance 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 access Customer Care toll-free at (800) 914-3201 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 may thereafter utilize the Company's automated update system or transfer to a Company representative for additional information or assistance. The Company's tariff advises customers that they have the right to contact the Illinois Commerce Commission for resolution of customer service and billing issues and provides the address and toll-free telephone number of the Commission.

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 **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? 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)?

(813) 662-5975

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 **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:

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

BTS, Compass Global, Matrix Telecom, KDDI Global, Wavecrest, IDT, ILABS, MSG Telco, CIMA, TATA, and Telstra

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 provides prepaid international calling services in the form of prepaid calling cards and pin-less calling programs. These products are sold to retailers and/or distributors that in turn sell the service to the end-user (residential) customer.

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.

See Exhibit 7



Name: Fernando Bueno
Title: Financial Controller

VERIFICATION

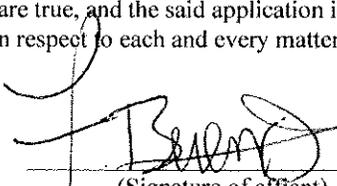
This application shall be verified under oath.

OATH

State of Florida)
County of Hillsborough)ss

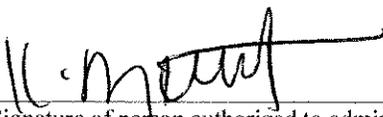
Fernando Bueno makes oath and says that he is Financial Controller
of MTI (USA) LLC

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.

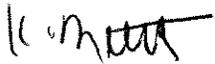

(Signature of affiant)

Subscribed and sworn to before me, a Notary Public/ Kathryn Merritt
(Title of person authorized to administer oaths)

in the State and County above named, this 17 day of November, 2017.


(Signature of person authorized to administer oath)




11-17-17

List of Exhibits

- Exhibit 1** - Designated Contacts
- Exhibit 2** - Limited Liability Company Agreement, Delaware Certificate of Formation, and Illinois Authority to Transact Business
- Exhibit 3** - Resumes
- Exhibit 4** - List of Officers
- Exhibit 5** - Description of Service Quality Standards
- Exhibit 6** - Financial Statements (Redacted)
- Exhibit 7** - Prepaid Calling Card Images