



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET, HARRISBURG, PA 17120

BUREAU OF
INVESTIGATION
&
ENFORCEMENT

September 18, 2025

Via Electronic Filing

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Pennsylvania Public Utility Commission,
Bureau of Investigation and Enforcement v.
Dial World Communications
Docket No. C-2025-
I&E Formal Complaint (USF)

Dear Secretary Homsher:

Enclosed for electronic filing please find the Bureau of Investigation and Enforcement's (I&E) **Formal Complaint** for the above-captioned proceeding.

Copies are being served on all parties of record as evidenced in the attached Certificate of Service. Should you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read 'G. Rosul', written over a light blue horizontal line.

Grant Rosul
Prosecutor
Bureau of Investigation and Enforcement
PA Attorney ID No. 318204
(717) 783-5243
grosul@pa.gov

GR/nb
Enclosures

cc: Allison C. Kaster, Director, I&E (via email – akaster@pa.gov)
Carrie B. Wright, Deputy Chief Prosecutor, I&E (via email – carwright@pa.gov)
As per Certificate of Service

NOTICE

A. You must file an Answer within 20 days of the date of service of this Complaint.

The date of service is the mailing date as indicated at the top of the Secretarial Letter. *See* 52 Pa. Code § 1.56(a). The Answer must raise all factual and legal arguments that you wish to claim in your defense, include the docket number of this Complaint, and be verified. You may file your Answer by mailing an original to:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Or, you may eFile your Answer using the Commission’s website at www.puc.pa.gov. The link to eFiling is located under the Filing & Resources tab on the homepage. If your Answer is 250 pages or less, you are not required to file a paper copy. If your Answer exceeds 250 pages, you must file a paper copy with the Secretary’s Bureau.

Additionally, a copy should either be mailed to:

Grant Rosul, Prosecutor
Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street, 3rd Floor West
Harrisburg, PA 17120

Or, emailed to Mr. Rosul at: grosul@pa.gov

B. If you fail to answer this Complaint within 20 days, the Bureau of Investigation and Enforcement will request that the Commission issue an Order imposing the requested relief.

C. You may elect not to contest this Complaint by paying the past due PaUSF Assessment, late fees, and civil penalty within 20 days.

Payment of the PaUSF assessment and late fees should be made payable to the “PA Universal Service Fund” with your account number indicated. Payments must be submitted directly to M&T Bank, either via US Postal Service, overnight delivery or electronically via ACH/EFT. For payments via US Postal Service, please send to:

Commonwealth of Pennsylvania – Public Utility Commission
P.O. Box 69479
Baltimore, Maryland 21264-9479

For payments via overnight delivery, please send to:

M&T Bank
c/o Commonwealth of Pennsylvania – Public Utility Commission
Box #69479
1800 Washington Blvd. 8th Floor
Baltimore, Maryland 21230

If you wish to pay via electronic payment, please contact Rolka Loube directly at pausf@rolkaloube.com.

Payment of the civil penalty must be made by certified check or money order, made payable to the “Commonwealth of Pennsylvania,” with the docket number indicated, and mailed to:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

D. If you file an Answer which either admits or fails to deny the allegations of the Complaint, the Bureau of Investigation and Enforcement will request the Commission to issue an Order imposing the requested relief set forth in this Complaint.

E. If you file an Answer which contests the Complaint, the matter will be assigned to an Administrative Law Judge for hearing and decision. The Judge is not bound by the penalty set forth in the Complaint and may impose additional and/or alternative penalties as appropriate.

F. If you are a corporation, you must be represented by legal counsel. 52 Pa. Code § 1.21.

G. Alternative formats of this material are available for persons with disabilities by contacting the Commission’s ADA Coordinator at (717) 787-8714.

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission,	:	
Bureau of Investigation and Enforcement,	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-
	:	
Dial World Communications,	:	
Respondent.	:	

FORMAL COMPLAINT

NOW COMES the Bureau of Investigation and Enforcement (“I&E”) of the Pennsylvania Public Utility Commission (“Commission”), by its prosecuting attorney, and files this **Universal Service Fund Complaint** against Dial World Communications (“Respondent”), pursuant to Section 701 of the Public Utility Code (“Code”), 66 Pa.C.S. § 701, alleging violations of the Commission’s regulations. In support of its Complaint, I&E respectfully represents the following:

I. PARTIES AND JURISDICTION

1. The Pennsylvania Public Utility Commission, with a mailing address of Commonwealth Keystone Building, 400 North Street, Harrisburg, PA 17120, is a duly constituted agency of the Commonwealth of Pennsylvania empowered to regulate public utilities within the Commonwealth pursuant to the Public Utility Code, 66 Pa.C.S. §§ 101, *et seq.*

2. Complainant is the Commission’s Bureau of Investigation and Enforcement and is the entity established by statute to prosecute complaints against public utilities pursuant to 66 Pa.C.S. § 308.2(a)(11). *See also Implementation of Act 129 of 2008; Organization of Bureaus*

and Offices, Docket No. M-2008-2071852 (Order entered August 11, 2011) at 5 (transferring authority to prosecute assessment cases to I&E).

3. Complainant is represented by:

Grant Rosul, Prosecutor
Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
(717) 783-5243
grosul@pa.gov

4. Respondent is Dial World Communications, whose mailing address for USF Assessment matters is 30591 Longhorn Drive, Canyon Lake, CA 92587, Attn: Leonard Bittner.

5. Respondent maintains its main mailing address at 1420 Spring Hill Road, Suite 205, McLean, VA 22102.

6. Respondent is a “public utility” as that term is defined at 66 Pa.C.S. § 102, as it is engaged in conveying or transmitting messages or communications by telephone in the Commonwealth of Pennsylvania for compensation.

7. The Commission issued Respondent a Certificate of Public Convenience on or about May 20, 2010, at A-2010-2155221, for Interexchange Carrier Reseller authority.

8. Section 501(a) of the Code authorizes and obligates the Commission to execute and enforce the provisions of the Code. 66 Pa.C.S. § 501(a).

9. Section 701 of the Code authorizes the Commission to, *inter alia*, hear and determine complaints against public utilities for a violation of any law or regulation that the Commission has jurisdiction to administer.

10. Section 63.171 of the Commission’s regulations, 52 Pa. Code § 63.171, authorizes the Commission to initiate enforcement actions against telecommunications service providers

that fail to pay, in a timely manner, any contributions required under the Commission's Universal Service regulations.

11. Section 3301 of the Code, 66 Pa.C.S. § 3301, authorizes the Commission to impose civil penalties on any public utility, or any other person or corporation subject to the Commission's authority, for violation(s) of the Public Utility Code and/or Commission regulations. Section 3301(a)-(b) of the Code, 66 Pa.C.S. § 3301(a)-(b), allows for the imposition of a separate civil penalty for each violation and each day's continuance of such violation(s).

12. Respondent, in conveying or transmitting messages or communications by telephone, is subject to the power and authority of this Commission pursuant to Section 501(c) of the Code, 66 Pa.C.S. § 501(c), which requires a public utility to comply with Commission regulations.

13. Pursuant to the provisions of the applicable Commonwealth statutes and regulations, the Commission has jurisdiction over the subject matter of this complaint and the actions of Respondent related thereto.

II. FACTUAL BACKGROUND

14. Section 3011 of the Code, 66 Pa.C.S. § 3011, authorizes the Commission to establish a Universal Service Fund ("PaUSF" or "USF") to ensure the availability of basic telecommunications services to all Pennsylvania residents.

15. The Universal Service Fund Regulations were established at Sections 63.161 to 63.171 of the Commission's regulations, 52 Pa. Code §§ 63.161- 63.171.

2024 Assessment Form

16. Section 63.165 of the Commission's regulations, 52 Pa. Code § 63.165, states that all Pennsylvania intrastate telecommunications service providers must file annually by March 31 a statement, under oath, identifying the provider's total intrastate end-user telecommunications retail revenues for the previous calendar year.

17. By Secretarial Letter dated February 11, 2025, the Commission alerted Respondent of its responsibility to file a PaUSF Assessment Form, detailing its total intrastate end-user telecommunications retail revenues for the 2024 calendar year, with the Commission and the third-party PaUSF Administrator by March 31, 2025.

18. Respondent failed to file its PaUSF Assessment Form detailing its 2024 calendar year intrastate end-user telecommunications retail revenues by March 31, 2025.

19. On May 22, 2025, the Commission served to Respondent a Delinquent Mandatory Report Filing letter, which served as a final notice to Respondent to complete and file its PaUSF Assessment Form detailing its intrastate end-user telecommunications retail revenues for the 2024 calendar year. The letter warned Respondent that if it did not file its PaUSF Assessment Form within twenty (20) days of the date of the letter that it would be at risk for the imposition of civil penalties or for the revocation of Respondent's Certificate of Public Convenience. *See* I&E Exhibit 1.

20. Respondent failed to file its PaUSF Assessment Form detailing its intrastate end-user telecommunications retail revenues for the 2024 calendar year within twenty (20) days of the date of the Delinquent Mandatory Report Filing letter.

21. Respondent failed to file a PaUSF Assessment Form detailing its total intrastate end-user telecommunications retail revenues for the 2021 calendar year.

2025 Calendar Year PaUSF Assessment

22. Pursuant to 52 Pa. Code § 63.164, the Commission established the size of the PaUSF and the assessment rate for contributing telecommunications providers¹ for the 2025 calendar year. *Pennsylvania Universal Service Fund Annual Rate Adjustment*, Docket No. M-00001337 (Order entered December 5, 2024).

23. Respondent is a contributing telecommunications provider.

24. Respondent has an outstanding past due balance of \$12.58 that has been carried over into this calendar year from prior years.

25. To date, Respondent has not submitted payment regarding its outstanding PaUSF assessment balance for the 2025 calendar year. The letter requesting payment and providing an accounting of Respondent's unpaid PaUSF assessment balance is attached as I&E Exhibit 2.

26. As of August 15, 2025, Respondent's outstanding PaUSF assessment balance is \$12.58. Id.

III. VIOLATIONS

Count 1

27. Respondent failed to report its total intrastate end-user telecommunications retail revenues for the 2024 calendar year in that it did not file a PaUSF Assessment Form for that calendar year. If proven, this is a violation of Section 63.165(a) of the Commission's regulations, 52 Pa. Code § 63.165(a). The Bureau of Investigation and Enforcement's proposed civil penalty for this violation is \$500.² This civil penalty, consistent with past Commission

¹ Contributing telecommunications providers are telecommunications carriers that provide intrastate telecommunications services. *See* 52 Pa. Code § 63.162.

² I&E anticipates that this level of penalty will provide a sufficient deterrent against future violations by Respondent.

decisions,³ is based on the following factors: (1) the type of violation involved; (2) the assessment amount in question; and (3) Respondent's compliance history with the Public Utility Code and Commission's regulations for three (3) years prior to the filing of this Complaint.⁴

Count 2

28. Respondent failed to satisfy its PaUSF assessments for the 2025 calendar year. If proven, this is a violation of Section 63.169(a) of the Commission's regulations, 52 Pa. Code § 63.169(a). The Bureau of Investigation and Enforcement's proposed civil penalty is \$50.⁵ This civil penalty, consistent with past Commission decisions,⁶ is based on the following factors: (1) the type of violation involved; (2) the assessment amount in question; and (3) Respondent's compliance history with the Public Utility Code and Commission's regulations for three (3) years prior to the filing of this Complaint.⁷

WHEREFORE, for all the foregoing reasons, the Pennsylvania Public Utility Commission's Bureau of Investigation and Enforcement respectfully requests that:

- (a) Respondent be ordered to pay a total of \$562.58, which consists of Respondent's outstanding PaUSF assessment balance of \$12.58, and a total civil penalty of \$550 for the above-described violations.

Payment of the **PaUSF assessment and late fees totaling \$12.58** should be made payable to the "PA Universal Service Fund" with the Respondent's account number indicated. Payments must be submitted directly to M&T Bank, either via US Postal Service, overnight delivery or electronically via ACH/EFT. For payments via US Postal Service, please send to:

³ See *Pa. Pub. Util. Comm'n v. Moore Family Holdings, LLC*, Docket No. C-2021-3029489 (Order entered April 14, 2022); *Pa. Pub. Util. Comm'n v. Safety 1st Paratransit Inc.*, Docket No. C-2021-3029522 (Order entered April 14, 2022); *Pa. Pub. Util. Comm'n v. JB Jr. Trucking LLC*, Docket No. C-2021-3029458 (Order entered February 24, 2022).

⁴ A review of the Commission's records for a period of three (3) years prior to the date of the filing of this Complaint demonstrates that Respondent has an acceptable compliance history with the Commission.

⁵ See *supra* n. 2.

⁶ See *supra* n. 3.

⁷ See *supra* n. 4.

Commonwealth of Pennsylvania – Public Utility Commission
P.O. Box 69479
Baltimore, Maryland 21264-9479

For payments via overnight delivery, please send to:

M&T Bank
c/o Commonwealth of Pennsylvania – Public Utility Commission
Box #69479
1800 Washington Blvd. 8th Floor
Baltimore, Maryland 21230

If you wish to pay via electronic payment, please contact Rolka Loube directly at pausf@rolkaloube.com.

Payment of the **civil penalty totaling \$550** should be made by certified check or money order, made payable to the “Commonwealth of Pennsylvania” with the docket number of this proceeding listed on the check, and mailed to the Secretary’s Bureau of the Commission; and

(b) If the requested payments and PaUSF Assessment Form filings are not made, that:

1. The Commission issue an Order to cancel the Certificate of Public Convenience issued to Respondent; and
2. The matter be referred to the Pennsylvania Office of Attorney General for appropriate action.

Respectfully submitted,



Grant Rosul
Prosecutor
PA Attorney ID No. 318204

Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
(717) 783-5243
grosul@pa.gov

Date: September 18, 2025

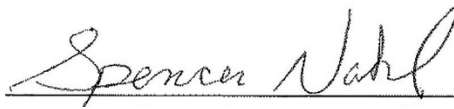
**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission,	:	
Bureau of Investigation and Enforcement,	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-
	:	
Dial World Communications,	:	
Respondent.	:	

VERIFICATION

I, Spencer Nahf, Fixed Utility Financial Analyst, Bureau of Technical Utility Services, hereby state that the facts above set forth are true and correct to the best of my knowledge, information, and belief and that I expect the Bureau will be able to prove the same at any hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 relating to unsworn falsification to authorities.

Date: September 18, 2025



Spencer Nahf, Fixed Utility Financial Analyst
Bureau of Technical Utility Services
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

I&E Exhibit 1



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120

May 22, 2025

Docket No. M-2025-3052801

LEONARD BITTNER
HELEIN & MARASHILAN LLC
30591 LONGHORN DRIVE
CANYON LAKE CA 92587

Re: Delinquent Mandatory Report Filing

**** FINAL NOTICE ****

Dear Mr. Bittner:

By Secretarial Letter dated February 11, 2025, the Commission alerted all public utilities of their responsibility to file specific reports by specific dates. Commission records indicate that Dial World Communications failed to file the required Pennsylvania Universal Service Fund (PaUSF) Assessment Form for calendar year **2025**.

Pursuant to the Commission's regulations at 52 Pa Code § 63.165, all Pennsylvania intrastate telecommunications service providers must file annually by March 31 a statement, under oath, identifying the provider's total intrastate end-user telecommunications retail revenues for the previous calendar year. The PaUSF Assessment Form must be filed with both the Commission and the third-party PaUSF Administrator, Rolka Loube. A copy of the PaUSF Assessment Form is attached.

This WARNING LETTER serves as the Company's final notice that it must file its completed PaUSF Assessment Form under oath and provide the name and title of the person signing. Failure to file the completed PaUSF Assessment Form within twenty (20) days of the date of this letter will put the Company at risk for the imposition of civil penalties for failure to provide the requested information pursuant to Section 3301 of the Pennsylvania Public Utility Code, 66 Pa.C.S. § 3301, or for the revocation of the Company's Certificate of Public Convenience (CPC) in accordance with applicable due process.

If the Company is no longer in business or desires to cease operations in Pennsylvania, it must file an application to abandon its CPC.¹

Thank you for your immediate attention to this matter. If you have any questions, please contact Ryan Kravitz, Bureau of Technical Utility Services, Telco Section at (717) 783-5941 or rykravitz@pa.gov.

Sincerely,

Matthew L. Homsher
Secretary

cc: Colin Scott, LAW

¹ See 66 Pa.C.S. § 1102(a)(2). A fee of \$350 fee applies to abandonment applications. See 52 Pa. Code § 1.43.

**PENNSYLVANIA UNIVERSAL SERVICE FUND ADMINISTRATOR
Development of Assessment Data Request
For Calendar Year 2026 – Docket: M-2025-3052801**

Utility Code: _____ Type of telecommunications provider: _____
(e.g., Incumbent Local Exchange Carrier, Competitive Local Exchange Carrier, Interexchange Carrier (IXC), IXC Reseller, Competitive Access Provider, or Eligible Telecommunications Carrier (ETC) - Uncertificated Interconnected VoIP Service Provider)

Company Name: _____ Number of Access Lines 2024: _____

Contact Name: _____ Number of Access Lines 2023: _____

Street Address: _____ Contact Phone: _____

City/State/Zip: _____ Contact Email Address: _____

**Pennsylvania Intrastate Retail Revenues
(For Twelve Months Ending December 31, 2024)**

NOTE: The Pennsylvania Universal Service Fund revenue is based on all end-user retail revenue, including intrastate VoIP services revenue. This form must be received by both the Fund Administrator and the Commission by March 31st. See 52 Pa. Code § 63.165(a).

Reported revenue is final upon submission.

a) 2024 Gross intrastate operating revenue
(as reported to the PA Public Utility Commission pursuant to 66 Pa.C.S. § 510 (b)) \$ _____

b) 2024 Gross intrastate interconnected VoIP services revenue
(if not already included in line "a") \$ _____

c) Less revenues received from access charges \$ _____

d) Less revenues received from the wholesale of toll or local services to a reseller \$ _____

e) Less revenues received from the leasing of unbundled network elements \$ _____

TOTAL UNADJUSTED INTRASTATE END-USER
TELECOMMUNICATIONS RETAIL REVENUE FOR 2024 \$ _____

I certify that I have examined this report and to the best of my knowledge and belief it is true, correct, and complete. I further acknowledge the obligation to provide additional information to the Commission or the Fund Administrator upon request.

_____	_____	_____	_____
Date	Officer Name	Officer Signature	Officer Title

_____	_____	_____	_____
Date	Contact Name	Contact Phone	Contact Title

Once completed, this Development of Assessment Data Request form must be submitted to the Fund Administrator, Rolka Loube, via eFile at: <https://pausf.rolkaloube.com>

Pursuant to 52 Pa. Code § 63.165(a), a copy of this completed form must be filed with the Secretary of the Commission via eFile or mailed to:

SECRETARY -PA PUC
KEYSTONE BUILDING – 2ND FLOOR
400 NORTH STREET
HARRISBURG PA 17120

Any certificated carrier that plans to cease operations in the Commonwealth must file an abandonment application. See 66 Pa.C.S. § 1102(a)(2). Abandonment applications are subject to a \$350 filing fee. See 52 Pa. Code § 1.43.

I&E Exhibit 2



Rolka Loube Associates, LLC
4050 Crum's Mill Road
Suite 303
Harrisburg PA 17112

Statement

8/18/2025

Billing Address

Dial World Communications
30591 Longhorn Drive
Canyon Lake CA 92587

PA USF #: **3111739**

					Amount Due
					(\$12.58)

Date	Description	Debit	Credit	Balance
1/1/2025	Balance Forward			(\$12.58)

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	(\$12.58)	(\$12.58)

Remittance Must be received by
"M & T Bank"
Payable to "PA Universal Service Fund"

Direct questions to PAUSF Manager
Rolka Loube, LLC
Phone (877) 206-9343 or PAUSF@Rolkaloube.com

If your company has a credit-balance-please apply credit against next remittance

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission,	:	
Bureau of Investigation and Enforcement,	:	
Complainant,	:	
	:	
v.	:	Docket No. C-2025-
	:	
Dial World Communications,	:	
Respondent.	:	

CERTIFICATE OF SERVICE

I hereby certify that I am serving the foregoing **Formal Complaint** in the manner and upon the persons listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by party):

Service by Certified Mail and Electronic Mail

Dial World Communications LLC
Attn: Leonard Bittner
30591 Longhorn Drive,
Canyon Lake, CA 92587
len@dialworldcom.com

Dial World Communications LLC
Attn: Allison D. Rule, Esq.
1420 Spring Hill Road, Suite 205,
McLean, VA 22102
adr@commlawgroup.com



Grant Rosul
Prosecutor
PA Attorney ID No. 318204

Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
(717) 783-5243
grosul@pa.gov

Dated: September 18, 2025