

**PENNSYLVANIA  
PUBLIC UTILITY COMMISSION  
Harrisburg, PA 17105-3265**

Public Meeting held March 12, 2026

Commissioners Present:

Stephen M. DeFrank, Chairman  
Kimberly Barrow, Vice Chair  
Kathryn L. Zerfuss  
John F. Coleman, Jr.  
Ralph V. Yanora

Application of Total IT, Inc. for Approval to Offer,  
Render, Furnish or Supply Telecommunications  
Services to the Public as an Interexchange Carrier  
Reseller in the Commonwealth of Pennsylvania.

A-2025-3059018

**ORDER**

**BY THE COMMISSION:**

On November 21, 2025, Total IT, Inc. (“Total IT” or “Applicant”) filed an Application seeking a Certificate of Public Convenience under our orders issued pursuant to the Telecommunications Act of 1996, 47 U.S.C. §§ 201 *et seq.*, (TA-96)<sup>1</sup> and to Chapter 11 of the Public Utility Code (Code) (66 Pa. C.S. §§ 1101 *et seq.*) evidencing authority to provide telecommunication services to the public as an Interexchange Carrier Reseller (IXC Reseller)<sup>2</sup> throughout the Commonwealth of Pennsylvania.

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<sup>1</sup> In light of the policy objectives of TA-96, market entry requirements for telecommunication service providers are set out in *In Re: Implementation of the Telecommunications Act of 1996*, Docket No. M-00960799 (Order entered June 3, 1996; Order on Reconsideration entered September 9, 1996) (*TA-96 Implementation Orders*).

<sup>2</sup> 66 Pa C.S. § 3018(b)(2) gives IXCs the option to (1) file and maintain tariffs with the Commission, (2) file and maintain price lists with the Commission, or (3) detariff. Further, 52 Pa. Code § 63.104 outlines the disclosure requirements for filing and maintaining tariffs or operating as a detariffed IXC. The Applicant was provided with these options and has elected to maintain a tariff with the Commission.

The Applicant was granted provisional authority pursuant to our Secretarial Letter dated December 31, 2025, to provide the proposed telecommunication services pursuant to its proposed tariff as an IXC Reseller during the pendency of the application process. The assigned utility code is 3128468.

The Applicant complied with notice requirements set forth in our *TA-96 Implementation Orders* by serving a copy of its Application upon the Office of Consumer Advocate, the Office of Small Business Advocate, and the Office of Attorney General. No protests or petitions to intervene were filed and no hearings were held.

Information concerning the Applicant is as follows:

- The Applicant is a Texas Corporation with its principal place of business at 801 E. Campbell Road Suite 580, Richardson, TX 75081, telephone (972) 383-7330, facsimile (469) 906-6058.
- The Applicant complied with Pennsylvania law relating to a foreign corporation.
- The Applicant's registered office provider within Pennsylvania is Corporation Service Company, 2595 Interstate Drive, Suite 103, Harrisburg, PA 17110.
- Correspondence to resolve complaints may be directed to Eric Zack, 801 E. Campbell Road Suite 580, Richardson, TX 75081, telephone (972) 383-7330, facsimile (469) 906-6058.
- The Applicant's Pennsylvania Emergency Management Agency contact is Eric Zack, 801 E. Campbell Road Suite 580, Richardson, TX 75081, telephone (972) 383-7330, facsimile (469) 906-6058.
- The Applicant will not be using a fictitious name.
- The Applicant is not presently doing business in Pennsylvania as a public utility.

- The Applicant is presently operating in Texas as a public utility.
- The Applicant has no affiliates or predecessors within Pennsylvania.
- The Applicant has no affiliates or predecessors rendering public utility service outside Pennsylvania.

The Applicant understands that if it plans to cease doing business within the Commonwealth of Pennsylvania, it is under a duty to request authority from the Commission for permission prior to ceasing such operations.

The Applicant plans on offering interexchange services. The Applicant avers that it will primarily provide resold traditional 1+ interexchange long-distance services to business customers statewide.<sup>3</sup>

We conclude that the Applicant has met the requirements for certification as an IXC Reseller, consistent with this Order. Premised upon our review of the Application and the proposed tariff, and consistent with our Orders, the Code, our Regulations and TA-96, we conclude that the Applicant's proposed services do not raise concerns at this time regarding safety, adequacy, reliability or privacy.

We note, however, deficiencies in the proposed tariff. We shall direct the Applicant to revise the proposed tariff in accordance with the changes noted in Appendix A of this Order.<sup>4</sup> The Applicant shall thereafter file its Initial Tariff reflecting the requested changes on or before sixty days from the date of entry of this Order. The Applicant may file its Initial Tariff electronically, consistent with Commission rules.<sup>5</sup> Copies of the Initial Tariff shall also be served upon the same entities receiving service of the original Application. If the time required for such resolution and filing exceeds sixty

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<sup>3</sup> Application p. 6.

<sup>4</sup> Regardless of the review process, any tariff provision(s) inconsistent with the provisions of the Code, TA-96, our Regulations, or Orders will be deemed inoperative and superseded.

<sup>5</sup> See *Final Rulemaking to Permit Electronic Filing*, Docket No. L-00070187 (Order entered May 23, 2008).

days, the Applicant may request an extension of an additional sixty days with the Commission's Secretary. Thus, if the Initial Tariff is not filed within sixty days (120 days including the extension) of the entry of this Order, the Application will be dismissed and the authority granted herein will be revoked without further Commission Order.

We note that the Commission will only approve tariff provisions regarding limitation of liability consistent with law. The Commission does not have jurisdiction to determine liability or award monetary damages. Any tariff provisions contained in the Initial Tariff regarding limitation of liability found to be inconsistent with any applicable laws, rules and regulations will be deemed inoperative and superseded. Any claim against the public utility and/or public utility's customer regarding liability outside the limited scope of the tariff must be filed in court for determination of liability and monetary damages.

To the extent that the proposed tariff contains rates, the Initial Tariff may become effective on one day's notice from the date upon which it is filed and served.

Carriers are required to provide telecommunications service to customers in Pennsylvania within one year of certification.<sup>6</sup>

We remind the Applicant that certificated public utilities in Pennsylvania are required to file with the Commission an accurate annual financial report and an accurate separate statement of gross intrastate revenues for fiscal assessment purposes, as received from operations conducted pursuant to the authority granted by the Commission's certification order.<sup>7</sup> Additional reporting of intrastate retail revenues is also required for

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<sup>6</sup> For complete details regarding this requirement, including consequences for non-compliance, see *Final Order Regarding the Commission's Plan to Implement a One-Year Timeframe for Inactive Telecommunication Carriers to Provide Service on an Annual Basis within the Commonwealth of Pennsylvania*, Docket No. M-2011-2273119 (Order entered July 19, 2012).

<sup>7</sup> See 66 Pa. C.S. § 510(b); see also 52 Pa. Code §§ 63.31 *et seq.* We note that flexibility for the Applicant's system of accounts is provided by our own annual reporting regulations for competitive local exchange carriers that the Applicant may also utilize. See generally 52 Pa. Code §§ 63.31(3) and 63.32(c).

the purpose of Pennsylvania Universal Service Fund contribution assessments. Failure to comply with applicable reporting requirements may result in billing for back payments due and the imposition of fines and/or other lawful remedies, including revocation of certification, consistent with due process.

### **Conclusion**

Accordingly, we shall grant the Application. Upon the establishment of filed rates and the approval of the Initial Tariff, a Certificate of Public Convenience shall be issued evidencing the Applicant's authority to provide services as an IXC Reseller throughout the Commonwealth of Pennsylvania, consistent with this Order; **THEREFORE,**

#### **IT IS ORDERED:**

1. That the Application of Total IT, Inc. at Docket No. A-2025-3059018 for authority to operate as an Interexchange Carrier Reseller throughout the Commonwealth of Pennsylvania is granted, consistent with this Order.
2. That Total IT, Inc. shall be actively engaged in providing telecommunications services on an annual basis within the Commonwealth of Pennsylvania within one calendar year of receiving a Certificate of Public Convenience, or seek an extension of the one-year time frame, consistent with the Final Order Regarding the Commission's Plan to Implement a One-Year Timeframe for Inactive Telecommunication Carriers to Provide Service on an Annual Basis within the Commonwealth of Pennsylvania, Docket No. M-2011-2273119 (Order entered July 19, 2012).
3. That Total IT, Inc. shall either eFile or submit an original of its Initial Tariff consistent with the requisite changes noted in Appendix A of this Order within sixty (60) days (120 days including an approved extension) after the date of entry of this Order. **Total IT, Inc. is directed to identify any changes made to the proposed Initial Tariff that are in addition to the changes noted in Appendix A.** Total IT,

Inc. shall serve copies of its Initial Tariff on each entity receiving a copy of the original Application. The Initial Tariff may become effective on or after one (1) day's notice from the date upon which it is filed and served.

4. That the Interexchange Carrier Reseller tariff shall reflect on its face that it is a "Interexchange Carrier Reseller Tariff."

5. That Total IT, Inc. shall comply with all the provisions of the Public Utility Code, as now exist or as may be hereafter amended, and with all pertinent rules, regulations, and Orders of this Commission, now in effect or as may be prescribed by this Commission, including those identified in this Order.

6. That the authority granted herein, to the extent that it duplicates authority now held by, or subsequently granted to Total IT Inc., shall not be construed as conferring more than one operating right to Total IT, Inc.

7. That Total IT, Inc. shall maintain accurate accounting records that properly classify and segment its Interexchange Carrier Reseller service revenues from its operations within the Commonwealth and file with the Commission an accurate annual financial report and an accurate separate statement of gross intrastate revenues for fiscal assessment purposes.

8. That Total IT, Inc. shall maintain accurate accounting records that properly classify and segment its gross retail intrastate revenues for purposes of the Pennsylvania Universal Service Fund contribution assessment report.

9. That in accordance with Commission Orders entered October 5, 2005, at Docket No. M-00041857 and on August 21, 2006, at Docket No. L-00050176, Total IT Inc. shall follow the reporting requirements outlined at the following website:  
[http://www.puc.pa.gov/general/onlineforms/doc/Telco\\_Reporting\\_Requirements\\_Contacts-Descriptions.docx](http://www.puc.pa.gov/general/onlineforms/doc/Telco_Reporting_Requirements_Contacts-Descriptions.docx).

10. That Total IT, Inc. shall file such affiliated interest agreements as may be necessary relative to any transactions with affiliates within thirty (30) days of the entry date of this Order.

11. That in the event that Total IT, Inc. has not, on or before sixty (60) days (120 days including an approved extension) from the date of entry of this Order, complied with the requirements set forth herein, the Application at Docket No. A- 2025-3059018 shall be dismissed and the authority granted herein revoked without further Commission Order.

12. That upon the establishment of filed rates and the approval of the Initial Tariff, a Certificate of Public Convenience shall be issued authorizing Total IT, Inc. to furnish services as an Interexchange Carrier Reseller throughout the Commonwealth of Pennsylvania; consistent with this Order.

13. That changes and/or additions made to an approved, filed tariff shall be made in the form of supplements, consecutively numbered in the order of their filing dates, and the tariff designation shall be in the following manner: Supplement No. \_\_ to Tariff Telephone Pa. P.U.C. No. \_\_\_\_.

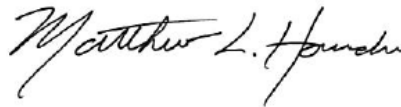
14. That Total IT, Inc. shall add its Pennsylvania tariff to its website within thirty (30) days of the filing of its initial tariff and mark it “Pending.” Within thirty (30) days of receipt of its Certificate of Public Convenience, Total IT, Inc. shall make any required modifications to the tariff on its website and remove the “Pending” notation. Thereafter, Total IT, Inc. will continually update the website whenever any supplemental revisions to the tariff are approved by the Commission such that the website tariff is a true and accurate representation of its tariff on file with the Commission.

15. That within thirty (30) days of receipt of its Certificate of Public Convenience, Total IT, Inc. shall contact Cyndi Page ((717) 787-5722; [cypage@pa.gov](mailto:cypage@pa.gov)) of the Commission's Office of Communications to create a link from the Commission's website to Total IT Inc.'s website.

16. That if Total IT, Inc. plans to cease doing business within the Commonwealth of Pennsylvania, it shall request authority from the Commission for permission prior to ceasing its interexchange carrier reseller services as described in its Application and the body of this Order.

17. That a copy of this Order be served on the Pennsylvania Department of Revenue, Bureau of Corporation Tax.

**BY THE COMMISSION,**



Matthew L. Homsher  
Secretary

(SEAL)

ORDER ADOPTED: March 12, 2026

ORDER ENTERED: March 12, 2026

**Total IT, Inc.**  
Docket No. A-2025-3059018  
Proposed tariff for Interexchange Carrier Reseller Services

The proposed tariff contains certain deficiencies that must be addressed by the Applicant before the tariff can be approved and the Certificate of Public Convenience issued. **The Applicant must submit a copy of this Appendix with its revised compliance tariff. On that copy, please note the page/sheet of the compliance tariff where the required revision is located for each item below.**

**Tariff deficiencies noted – IXC Reseller (A-2025-3059018) Tariff No. 1**

1. Correct the Title to read:

COMPANY NAME  
INTEREXCHANGE CARRIER RESELLER  
Regulations and Schedule of Charges

2. All Pages: Enter issued and effective dates as per ordering paragraph.
3. All Pages: Header and body should read as “Interexchange Carrier Reseller”.
4. All Pages: Header should just reflect the tariff pages as “Original Page \_”
5. All Pages: All pages should be numbered in the tariff.
6. All Pages: Bold and Underline each title of each section.
7. Original List of Modifications Page: Under List of Modifications the only sentence should be “Reserved for Future Use”.
8. Original Page 1: Update Check Sheet so that it states the correct number of pages in the tariff.
9. Original Page 2: Table of Contents should reflect all pages in the tariff.
10. Original Page 3: Remove page “Application of Tariff”.
11. Original Page 4: Remove page “Concurring, Connecting or other Participating Carriers and Billing Agent”.
12. Original Page 5: Title should just be “Explanation of Symbols” and should read as such in the Table of Contents.
13. Original Page 7 Definitions: Only include definitions of terms used in the tariff. Either remove the following or provide a reference for Commission staff as to where in this tariff these terms are used: “Application for Service”, “Holidays”, “Message”.

14. Original Page 11-14 Section 2.6: The limitations of liability tariff provisions should be generally consistent with the Commission's relevant Policy Statement at 52 Pa. Code § 69.87 and the Commission Order under Docket No. M-00981209.
15. Original Section 2.9.3: Remove "Reserved for future use".