

**BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Stephen Lockhart, Complainant

v.

ZITO MEDIA, Respondent

**Docket No. C-2026-3060484**

**CERTIFICATE OF SATISFACTION**

I, Stephen Lockhart, Complainant in the above-captioned matter, hereby certify that the Formal Complaint filed with the Pennsylvania Public Utility Commission and docketed at **C-2026-3060484** has been satisfied.

Following the scheduling of the hearing, Respondent (Zito Media) contacted me in writing to admit to the billing errors and has provided the following relief:

1. Corrected all billing retroactively to May 26, 2025.
2. Removed all modem rental fees for the entire length of service after confirming I owned the equipment.
3. Waived the entirety of my final outstanding bill.
4. Issued a refund check in the amount of **\$380.00**.

This Certificate of Satisfaction is submitted pursuant to **52 Pa. Code § 5.24(a)**. Accordingly, I request that the Commission mark this complaint docket closed and cancel any upcoming hearings.

Respectfully submitted,

*/s/ Stephen Lockhart*

Stephen Lockhart  
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April 22, 2026