

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE)	
APPLICATION OF)	
TOTAL ACCESS TELECOM INC.)	
FOR A CERTIFICATE OF AUTHORITY)	Docket No.
TO PROVIDE INTEREXCHANGE)	
TELECOMMUNICATIONS SERVICES)	
IN SOUTH DAKOTA)	

APPLICATION

Application is hereby made to the South Dakota Public Utilities Commission (the "Commission") pursuant to ARSD 20:10:24:02 for an Order granting TOTAL ACCESS TELECOM INC. ("Applicant") a Certificate of Authority to Provide Interexchange Telecommunications Services in the State of South Dakota ("Application"). The following information is furnished in support thereof:

- (1) **The applicant's name, address, telephone number, facsimile number, web page URL, and E-mail address;**

TOTAL ACCESS TELECOM INC.
2850 W. Horizon Ridge Pkwy., Ste. 200, Henderson, NV 89052
(877) 654-1536/Phone
(877) 654-1534/Fax
(877) 654-1536/Toll-Free Customer Service
www.totalaccesstelecom.com/Web Site
info@totalaccesstelecom.com/E-mail

- (2) **A description of the legal and organizational structure of the Applicant's company;**

Applicant was organized in the State of Nevada on August 4, 2011. A copy of the Applicant's Articles of Incorporation is attached hereto as **Exhibit A**.

- (3) **The name under which Applicant will provide interexchange services if different than in subdivision (1) of this section;**

TOTAL ACCESS TELECOM INC.

- (4) **A copy of the applicant's certificate of authority to transact business in South Dakota from the Secretary of State;**

A copy of Applicant's Certificate of Authority to transact business as a Foreign Corporation in the State of South Dakota is attached hereto as **Exhibit B**.

- (5) **The location of the Applicant's principal office, if any, in this state and the name and address of its current registered agent, if applicable;**

The Applicant has no principal office in South Dakota. The name and address of the Applicant's current registered agent is:

Incorp Services, Inc.
400 North Main Avenue, Suite 206
Sioux Falls, South Dakota 57104

- (6) **A list and specific description of the telecommunications services the applicant intends to offer;**

Applicant is a reseller that intends to offer interexchange services, including 1+ outbound dialing and directory assistance. The Applicant will not offer prepaid calling card services.

- (7) **A detailed statement of how the Applicant will provide its services;**

Applicant does not own or maintain any transmission facilities or switching equipment in the State of South Dakota. The Applicant will provide services through its underlying carriers utilizing facilities provided by Qwest or other facilities-based carriers. As a reseller, Applicant has no point of presence in the State of South Dakota, thus Applicant neither owns, leases, nor operates any switching, transmission, or other physical facilities in the State of South Dakota, and no such facilities will be used by Applicant in providing service in the State of South Dakota.

- (8) **A service area map or narrative description indicating with particularity the geographic area proposed to be served by the applicant;**

Applicant intends to provide services on a statewide basis.

- (9) **For the most recent 12 month period, financial statements of the Applicant including a balance sheet, income statement, and cash flow statement. The Applicant shall provide audited financial statements, if available;**

Applicant's Balance Sheet as of September 30, 2011 and Profit and Loss Statement for the period ended September 30, 2011 is attached hereto as **Exhibit C**. Since the Applicant will not require advance payments, deposits or prepayments of any kind, including prepaid calling cards, the Applicant will not be filing a surety bond.

- (10) **The names, addresses, telephone number, facsimile number, E-mail address, and toll free number of the Applicant's representatives to whom all inquiries must be made regarding complaints and regulatory matters and a description of how the Applicant handles customer service matters;**

All inquiries regarding regulatory matters should be addressed to:

Alicia Treder, Regulatory and Compliance Manager
2850 W. Horizon Ridge Pkwy., Ste. 200
Henderson, NV 89052
(877) 654-1536/Phone
(877) 654-1534/Fax
info@totalaccesstelecom.com/E-mail

All inquiries regarding complaints should be addressed to:

Gary Shako, Customer Service Manager
2850 W. Horizon Ridge Pkwy., Ste. 200
Henderson, NV 89052
(877) 654-1536/Phone
(877) 654-1534/Fax
info@totalaccesstelecom.com/E-mail

Applicant's customer service department may be contacted via a toll-free number. The Company will maintain a Customer Service Department exclusively for Customer's questions, requests for service, complaints and trouble handling. The Applicant's Customer Service address and toll free number will be printed on the Customer's bill. Customer Service Representatives will be available 8:00 A.M. to 5:00 P.M. standard time Monday through Friday. After hours, and on holidays, Customers will be automatically

forwarded to an answering service for messaging and paging. If the customer is not satisfied with the complaint resolution, customer will be advised it can contact the Commission for resolution.

(11) Information concerning how the Applicant plans to bill and collect charges from customers;

The Applicant's customers will be direct-billed utilizing "real-time" completed call detail information from Applicant's underlying carriers. Applicant will bill on a monthly basis. Applicant's bills will include call detail information, and separate line items for all services and charges, including any monthly recurring charges, onetime charges, taxes or surcharges.

(12) Information concerning the Applicant's policies relating to solicitation of new customers and a description of the efforts the applicant shall use to prevent the unauthorized switching of interexchange customers;

Total Access will not submit a change order for intrastate toll service until Total Access has obtained the customer's written authorization to submit the order which includes the following information from the customer: (1) The customer billing name, billing telephone number and billing address and each telephone number to be covered by the change order; (2) The decision to change; and (3) The customer's understanding of the change fee, if any.

(13) Information concerning how the Applicant will make available to any person information concerning the Applicant's current rates, terms, and conditions for all of its telecommunications services;

The Applicant will make available to any person information concerning the Applicant's current rates, terms, and conditions for all of its telecommunications services through a toll-free telephone number, or through the Applicant's web site.

- (14) **Information concerning how the Applicant will notify a customer of any materially adverse change to any rate, term, or condition of any telecommunications service being provided to the customer. The notification must be made at least thirty days in advance of the change;**

The Applicant will notify a customer of any materially adverse change to any rate, term, or condition of any telecommunications service being provided to the customer through either a message in the bill, or a bill insert. The notification will be made at least thirty days in advance of the change.

- (15) **A list of the states in which the Applicant is registered or certified to provide telecommunications services, whether the Applicant has ever been denied registration or certification in any state and the reasons for any such denial, a statement as to whether or not the Applicant is in good standing with the appropriate regulatory agency in the states where it is registered or certified, and a detailed explanation of why the Applicant is not in good standing in a given state, if applicable;**

Applicant is currently authorized to provide service pursuant to certification, registration, notification or on an unregulated basis in Idaho. The Applicant is in good standing with the appropriate regulatory agency in the states where it is registered or certified. The Applicant has never been denied registration or certification in any state.

- (16) **A description of how the Applicant intends to market its services, its target market, whether the Applicant engages in any multilevel marketing, and copies of any company brochures used to assist in the sale of services;**

Applicant intends to market its services to primarily to residential customers and to small to mid-sized businesses. All sales personnel will have telecommunications service experience. Applicant will market through direct sales by employees and agents. Applicant does not intend to engage in multilevel marketing. Applicant's marketing materials are currently being developed and are not available at this time.

(17) Federal tax identification number and South Dakota sales tax number;

Applicant's Federal tax identification number is 45-2935068. Applicant's South Dakota sales tax number is 1025-2118-ST as well as a copy of the sales tax license attached hereto as **Exhibit D**.

(18) The number and nature of complaints filed against the applicant with any state or federal regulatory commission regarding the unauthorized switching of a customer's telecommunications provider and the act of charging customers for services that have not been ordered;

None.

WHEREFORE, the undersigned Applicant requests that the South Dakota Public Utilities Commission enter an order granting this application.

DATED this 10th day of February, 2012.

TOTAL ACCESS TELECOM INC.

By: 

Lance J.M. Steinhart, Esq.

Lance J.M. Steinhart, P.C.

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lsteinhart@telecomcounsel.com (E-Mail)

State of NV

County of Clark

Peter Lagergren, being first duly sworn, deposes and says that he/she is the President of TOTAL ACCESS TELECOM INC., the Applicant in the proceeding entitled above, that he/she has read the foregoing application and knows the contents thereof; that the same are true of his/her knowledge, except as to matters which are therein stated on information or belief, and to those matters he/she believes them to be true.

X

Peter A. Lagergren

Peter Lagergren
President

X

Subscribed and sworn to before this 28 day of September, 2011.

Alicia G. Treder

Notary Public

My Commission expires: Peter A. Lagergren



ALICIA G. TREDER
Notary Public, State of Michigan
County of Wayne
My Commission Expires Apr. 06, 2013
Acting in the County of _____