

inContact, Inc. d/b/a UCN, Inc.
PSC No. 2 – Telephone
Initial Effective Date: June 5, 2015

Addendum type: PL
Addendum number: 1
Revision: 0
Superseding Revision:

PRICE LIST

A.1 Plan 1

Customers may enroll in Plan 1 until June 1, 2006.

Rates:

Outbound 1+ Switched:

Monthly Minutes of Use	Rate
0 – 999	\$0.0808
1,000 – 1,999	0.0768
2,000 – 2,999	0.0687
3,000 – 3,999	0.0663
4,000 – 4,999	0.0654
5,000 – 5,999	0.0614
6,000 – 6,999	0.0606
7,000 – 7,999	0.0566
8,000 – 8,999	0.0525
9,000 – 9,999	0.0485
10,000 – 10,999	0.0445
11,000 +	0.0331

Inbound Toll Free: \$0.095

Directory Assistance: Plan 1 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.2 Plan 2

Customers may enroll in Plan 2 until June 1, 2006.

Rates:

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.090
1,000 – 1,999	0.085
2,000 – 2,999	0.077
3,000 – 3,999	0.072
4,000 – 4,999	0.069
5,000 – 5,999	0.068
6,000 – 6,999	0.063
7,000 – 7,999	0.054
8,000 – 8,999	0.050
9,000 +	0.037

Directory Assistance: Plan 2 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.3 Plan 3

Customers may enroll in Plan 3 until June 1, 2006.

Rates:

Outbound 1+ Switched:

Monthly Minutes of Use	Rate
0 – 999	\$0.0800
1,000 – 1,999	0.0744
2,000 – 2,999	0.0680
3,000 – 3,999	0.0600
5,000 – 5,999	0.0560
6,000 – 6,999	0.0520
4,000 – 4,999	0.0504
7,000 – 7,999	0.0480
8,000 +	0.0440

Inbound Toll Free: \$0.18

Monthly fee: \$2.50

Directory Assistance: Plan 3 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.4 Plan 4

Customers may enroll in Plan 4 until June 1, 2006.

Rates:

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 2,999	\$0.070
3,000 – 5,999	0.068
6,000 – 8,999	0.063
9,000 – 11,999	0.054
12,000 +	0.050

Inbound Toll Free: \$0.10

Monthly fee: \$4.95

Directory Assistance: Plan 4 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.5 Plan 5

Customers may enroll in Plan 5 until June 1, 2006.

Rates:

Outbound 1+ Switched

Monthly Minutes of Use	Rate
0 – 999	\$0.1150
1,000 – 1,999	0.1093
2,000 – 2,999	0.1081
3,000 – 3,999	0.1070
5,000 – 5,999	0.0978
6,000 – 6,999	0.0943
4,000 – 4,999	0.1035
7,000 – 7,999	0.0932
8,000 – 8,999	0.0920
9,000 – 9,999	0.0874
10,000 – 10,999	0.0863
11,000 – 11,999	0.0751
12,000 – 12,999	0.0727
13,000 – 13,999	0.0646
14,000 +	0.0472

Inbound Toll Free: \$0.1299

Directory Assistance: Plan 5 customers will be charged \$0.60 per minute for intrastate
Directory Assistance calls

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A.6 Plan 6

Customers may enroll in Plan 6 until June 1, 2006.

Rates

Outbound 1+ Switched

Monthly Minutes of Use	Rate
0 – 999	\$0.0850
1,000 – 1,999	0.0808
2,000 – 2,999	0.0805
3,000 – 3,999	0.0765
4,000 – 4,999	0.0723
5,000 – 5,999	0.0683
6,000 – 6,999	0.0680
7,000 – 7,999	0.0638
8,000 – 8,999	0.0595
9,000 – 9,999	0.0566
10,000 – 10,999	0.0536
11,000 +	0.0509

Calling Card: \$0.10

Directory Assistance: Plan 6 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.7 Plan 7

Customers may enroll in Plan 7 until June 1, 2006.

Monthly Minutes of Use	Rates
0 – 999	\$0.090
1,000 – 1,999	0.080
2,000 – 2,999	0.077
3,000 – 3,999	0.072
4,000 – 4,999	0.069
5,000 – 5,999	0.054
6,000 – 6,999	0.050
7,000 +	0.037

Directory Assistance: Plan 7 customers will be charged \$0.60 per minute for intrastate Directory Assistance calls.

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A.8 Plan 8

Customers may enroll in Plan 8 until June 1, 2006.

Monthly Minutes of Use	Rate
0 – 999	\$0.1400
1,000 – 1,999	0.1150
2,000 – 2,999	0.1080
3,000 – 3,999	0.1039
4,000 – 4,999	0.0979
5,000 – 5,999	0.0874
6,000 – 6,999	0.0863
7,000 – 7,999	0.0850
8,000 – 8,999	0.0809
9,000 – 9,999	0.0759
10,000 – 10,999	0.0723
11,000 – 11,999	0.0649
12,000 – 12,999	0.0638
13,000 – 13,999	0.0614
14,000 – 14,999	0.0606
15,000 – 15,999	0.0599
16,000 – 16,999	0.0566
17,000 – 17,999	0.0525
18,000 – 18,999	0.0509
19,000 – 19,999	0.0485
20,000 – 20,999	0.0445
21,000 +	0.0331

Monthly Access Fee: \$2.50

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A.9 Plan 9

Customers may enroll in Plan 9 until June 1, 2006.

Monthly Minutes of Use	Rate
0 – 999	\$0.077
1,000 – 1,999	0.070
2,000 +	0.068

Monthly Access Fee: \$2.50

A.10 Plan 10

Customers may enroll in Plan 10 until June 1, 2006.

Outbound 1+ Switched: \$0.089

Monthly Access Fee: \$4.95

Inbound Toll-Free: \$0.109

A monthly fee of \$1.00 applies

Calling Card: \$0.149

Directory Assistance: Plan 10 customers will be charged \$0.95 per call for intrastate Directory Assistance.

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A.11 Plan 11

Customers may enroll in Plan 11 until June 1, 2006.

Outbound 1+ Switched: \$0.242

A monthly access fee of \$2.99 applies if monthly usage is less than \$20.00

Inbound Toll-Free: \$0.242

A monthly fee of \$1.00 applies

Calling Card: \$0.149

Directory Assistance: Plan 11 customers will be charged \$0.95 per call for intrastate Directory Assistance.

A.12 Plan 12

Customers may enroll in Plan 12 until June 1, 2006.

Outbound 1+ Switched: \$0.084

A monthly access fee of \$2.99 applies if monthly usage is less than \$20.00

Inbound Toll-Free: \$0.084

A monthly fee of \$1.00 applies

Calling Card: \$0.099

Directory Assistance: Plan 12 customers will be charged \$0.95 per call for intrastate Directory Assistance.

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A.13 Plan 13

Customers may enroll in Plan 13 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1510
1,000 – 1,999	0.1370
2,000 – 2,999	0.1254
3,000 – 3,999	0.1194
4,000 – 4,999	0.1156
5,000 – 5,999	0.1121
6,000 +	0.1088

A monthly access fee of \$2.50 applies if monthly usage is less than \$50.00

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1486
1,000 – 1,999	0.1348
2,000 – 2,999	0.1234
3,000 – 3,999	0.1174
4,000 – 4,999	0.1137
5,000 – 5,999	0.1103
6,000 +	0.1071

A monthly fee of \$1.00 applies.

Directory Assistance: Plan 13 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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A.14 Plan 14

Customers may enroll in Plan 14 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1175
1,000 – 1,999	0.1041
2,000 – 2,999	0.0935
3,000 – 3,999	0.0881
4,000 – 4,999	0.0849
5,000 – 5,999	0.0818
6,000 +	0.0790

A monthly access fee of \$2.50 applies if monthly usage is less than \$50.00

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1196
1,000 – 1,999	0.1060
2,000 – 2,999	0.0952
3,000 – 3,999	0.0897
4,000 – 4,999	0.0864
5,000 – 5,999	0.0833
6,000 +	0.0804

A monthly fee of \$1.00 applies.

Directory Assistance: Plan 14 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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A.15 Plan 15

Customers may enroll in Plan 15 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1163
1,000 – 1,999	0.1042
2,000 – 2,999	0.0943
3,000 – 3,999	0.0893
4,000 – 4,999	0.0862
5,000 – 5,999	0.0833
6,000 +	0.0806

A monthly access fee of \$2.50 applies if monthly usage is less than \$50.00

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1281
1,000 – 1,999	0.1148
2,000 – 2,999	0.1040
3,000 – 3,999	0.0984
4,000 – 4,999	0.0950
5,000 – 5,999	0.0918
6,000 +	0.0889

A monthly fee of \$1.00 applies.

Directory Assistance: Plan 15 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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A.16 Plan 16

Customers may enroll in Plan 16 until June 1, 2006.

Outbound 1+ Switched: \$0.094

A monthly access fee of \$2.99 applies if monthly usage is less than \$20.00

Inbound Toll-Free: \$0.094

A monthly fee of \$1.00 applies

Calling Card: \$0.099

Directory Assistance: Plan 16 customers will be charged \$0.95 per call for intrastate Directory Assistance.

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A.17 Plan 17

Customers may enroll in Plan 17 until June 1, 2006.

Outbound 1+ Dedicated:

Monthly Minutes of Use	Tier Called/Rates		
	A	B	C
0 – 999	\$0.0898	\$0.0742	\$0.1486
1,000 – 1,999	0.0796	0.0658	0.1317
2,000 – 2,999	0.0715	0.0591	0.1183
3,000 – 3,999	0.0674	0.0556	0.1115
4,000 – 4,999	0.0649	0.0536	0.1073
5,000 – 5,999	0.0626	0.0517	0.1035
6,000 – 6,999	0.0604	0.0499	0.0999
7,000 – 7,999	0.0584	0.0482	0.0966
8,000 – 8,999	0.0565	0.0467	0.0935
9,000 +	0.0547	0.0452	0.0906

Inbound Toll Free:

Monthly Minutes of Use	Originating Tier/Rates		
	A	B	C
0 – 999	\$0.0893	\$0.0590	\$0.1454
1,000 – 1,999	0.0791	0.0523	0.1289
2,000 – 2,999	0.0710	0.0470	0.1157
3,000 – 3,999	0.0669	0.0443	0.1091
4,000 – 4,999	0.0645	0.0426	0.1050
5,000 – 5,999	0.0622	0.0411	0.1013
6,000 – 6,999	0.0600	0.0397	0.0978
7,000 – 7,999	0.0580	0.0384	0.0945
8,000 – 8,999	0.0561	0.0371	0.0915
9,000 +	0.0544	0.0360	0.0886

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 17 customers will be charged \$0.85 for intrastate Directory Assistance calls.

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A.18 Plan 18

Outbound 1+ Dedicated

Monthly Minutes of Use	Rates
0 – 1,999	\$0.1166
2,000 – 3,999	0.1033
4,000 – 5,999	0.0928
6,000 – 7,999	0.0874
8,000 – 9,999	0.0842
10,000 – 11,999	0.0812
12,000 – 13,999	0.0784
14,000 – 15,999	0.0758
16,000 – 17,999	0.0733
18,000 +	0.0710

Inbound Toll Free:

Monthly Minutes of Use	Rates
0 – 1,999	\$0.1218
2,000 – 3,999	0.1080
4,000 – 5,999	0.0969
6,000 – 7,999	0.0913
8,000 – 9,999	0.0880
10,000 – 11,999	0.0848
12,000 – 13,999	0.0819
14,000 – 15,999	0.0792
16,000 – 17,999	0.0766
18,000 +	0.0742

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 18 customers will be charged \$0.85 for intrastate Directory Assistance calls.

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A.19 Plan 19

Outbound 1+ Dedicated

Monthly Minutes of Use	Rates
0 – 1,999	\$0.0726
2,000 – 3,999	0.0643
4,000 – 5,999	0.0578
6,000 – 7,999	0.0544
8,000 – 9,999	0.0524
10,000 – 11,999	0.0505
12,000 – 13,999	0.0488
14,000 – 15,999	0.0472
16,000 – 17,999	0.0456
18,000 +	0.0442

Inbound Toll Free:

Monthly Minutes of Use	Rates
0 – 1,999	\$0.0836
2,000 – 3,999	0.0741
4,000 – 5,999	0.0665
6,000 – 7,999	0.0627
8,000 – 9,999	0.0604
10,000 – 11,999	0.0582
12,000 – 13,999	0.0562
14,000 – 15,999	0.0543
16,000 – 17,999	0.0526
18,000 +	0.0509

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 19 customers will be charged \$0.85 for intrastate Directory Assistance calls.

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A.20 Plan 20

Outbound 1+ Dedicated

Monthly Minutes of Use	Rates
0 – 1,999	\$0.0751
2,000 – 3,999	0.0666
4,000 – 5,999	0.0598
6,000 – 7,999	0.0563
8,000 – 9,999	0.0543
10,000 – 11,999	0.0523
12,000 – 13,999	0.0505
14,000 – 15,999	0.0488
16,000 – 17,999	0.0473
18,000 – 19,999	0.0458
20,000 +	0.0510

Inbound Toll Free:

Monthly Minutes of Use	Rates
0 – 1,999	\$0.0744
2,000 – 3,999	0.0659
4,000 – 5,999	0.0592
6,000 – 7,999	0.0558
8,000 – 9,999	0.0537
10,000 – 11,999	0.0518
12,000 – 13,999	0.0500
14,000 – 15,999	0.0483
16,000 – 17,999	0.0468
18,000 – 19,999	0.0453
20,000 +	0.0453

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 20 customers will be charged \$0.85 for intrastate Directory Assistance calls.

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A.21 Plan 21

Customers may enroll in Plan 21 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1510
1,000 – 1,999	0.1370
2,000 – 2,999	0.1254
3,000 – 3,999	0.1194
4,000 – 4,999	0.1156
5,000 – 5,999	0.1121
6,000 +	0.1088

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1486
1,000 – 1,999	0.1348
2,000 – 2,999	0.1234
3,000 – 3,999	0.1174
4,000 – 4,999	0.1137
5,000 – 5,999	0.1103
6,000 +	0.1071

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 21 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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A.22 Plan 22

Customers may enroll in Plan 22 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1163
1,000 – 1,999	0.1042
2,000 – 2,999	0.0943
3,000 – 3,999	0.0893
4,000 – 4,999	0.0862
5,000 – 5,999	0.0833
6,000 +	0.0806

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1281
1,000 – 1,999	0.1148
2,000 – 2,999	0.1040
3,000 – 3,999	0.0984
4,000 – 4,999	0.0950
5,000 – 5,999	0.0918
6,000 +	0.0889

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 22 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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A.23 Plan 23

Customers may enroll in Plan 23 until June 1, 2006.

Outbound 1+ Switched

Monthly Minutes of Use	Rates
0 – 999	\$0.1175
1,000 – 1,999	0.1041
2,000 – 2,999	0.0935
3,000 – 3,999	0.0881
4,000 – 4,999	0.0849
5,000 – 5,999	0.0818
6,000 +	0.0790

Inbound Toll Free

Monthly Minutes of Use	Rates
0 – 999	\$0.1196
1,000 – 1,999	0.1060
2,000 – 2,999	0.0952
3,000 – 3,999	0.0897
4,000 – 4,999	0.0864
5,000 – 5,999	0.0833
6,000 +	0.0804

A monthly fee of \$1.00 applies.

Calling Card: \$0.099

Directory Assistance: Plan 23 customers will be charged \$0.95 for intrastate Directory Assistance calls.

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PRICE LIST (Cont'd)

A.24 Plan 24

Plan 24 is available to all customers. Plan 24 includes Outbound 1+, Inbound Toll Free and Calling Card service. Customers must meet their minimum usage requirement or they will be charged the difference. Outbound 1+ and Inbound Toll Free usage are billed for a 30-second minimum increment and 6-second additional increments thereafter. Calling card usage is billed in 60-second increments.

Outbound 1+ Switched	<u>Monthly Minutes of Use</u>	<u>Per Minute Rates</u>
	0 - 999	0.1706
	1,000 - 1,999	0.1545
	2,000 - 2,999	0.1454
	3,000 - 3,999	0.1398
	4,000 - 4,999	0.1317
	5,000 - 5,999	0.1300
	6,000 - 6,999	0.1266
	7,000 - 7,999	0.1204
	8,000 +	0.1157
Inbound Toll Free	<u>Monthly Minutes of Use</u>	<u>Per Minute Rates</u>
	0 - 999	0.1855
	1,000 - 1,999	0.1680
	2,000 - 2,999	0.1581
	3,000 - 3,999	0.1432
	4,000 - 4,999	0.1414
	5,000 - 5,999	0.1407
	6,000 - 6,999	0.1309
	7,000 - 7,999	0.1274
	8,000 +	0.1164

A monthly fee of \$1.00 per assigned toll-free number applies.

Calling Card: \$0.099

Directory Assistance: Customers will be charged \$0.95 per call for intrastate directory Assistance calls.

Issued by: Paul Jarman, President
7730 South Union Park Avenue, Suite 500, Midvale, Utah 84047

inContact, Inc. d/b/a UCN, Inc.
PSC No. 2 – Telephone
Initial Effective Date: June 5, 2015

Addendum type: PL
Addendum number: 1
Revision: 0
Superseding Revision:

PRICE LIST (Cont'd)

A.25 Plan 25

Plan 25 is available to all customers. Plan 25 includes Outbound 1+, Inbound Toll Free and Calling Card service. Customers must meet their minimum revenue commitment or they will be charged the difference. Outbound 1+ and Inbound Toll Free usage are billed for a 30-second minimum increment and 6-second additional increments thereafter. Calling card usage is billed in 60-second increments.

<u>Outbound 1+ Switched</u>	<u>Monthly Revenue Commitment</u>	<u>Per Minute Rates</u>
	\$0 - \$29.99	0.2006
	\$30 - \$99.99	0.1806
	\$100 - \$149.99	0.1645
	\$150 - \$199.99	0.1554
	\$200 - \$249.99	0.1498
	\$250 - \$299.99	0.1417
	\$300 - \$349.99	0.1400
	\$350 - \$399.99	0.1366
	\$400 - \$499.99	0.1304
	\$500 +	0.1257

<u>Outbound 1+ Switched</u>	<u>Monthly Revenue Commitment</u>	<u>Per Minute Rates</u>
	\$0 - \$29.99	0.2155
	\$30 - \$99.99	0.1955
	\$100 - \$149.99	0.1780
	\$150 - \$199.99	0.1681
	\$200 - \$249.99	0.1532
	\$250 - \$299.99	0.1514
	\$300 - \$349.99	0.1507
	\$350 - \$399.99	0.1409
	\$400 - \$499.99	0.1374
	\$500 +	0.1264

A monthly fee of \$1.00 per assigned toll-free number applies.

Calling Card: \$0.099

Directory Assistance: Customers will be charged \$0.95 per call for intrastate directory Assistance calls.

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