

inContact, Inc. d/b/a UCN, Inc.  
PSC No. 1 – Telephone  
Initial Effective Date: June 5, 2015

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

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## PRICE LIST

### A.1 Local Dial Tone Service

#### Rates

Service Connection Fee, one-time charge per line:	
Primary Line	\$19.95
Secondary Line	\$29.95
Monthly Rate	
Primary Line	\$34.95
Secondary Line	\$34.95

### A.2 Basic Local Service Package

#### Rates

Service Connection Fee, one-time charge per line:	
Primary Line	\$29.95
Secondary Line	\$39.95
Monthly Rate	
Primary Line	\$44.95
Secondary Line	\$44.95

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### PRICE LIST (Cont'd)

#### A.3 inContact™ Services

##### A.3.1 Local Inbound Service (Cont'd)

##### Rates and Charges

(1) Initial service installation charge:		<u>Per Customer/Non-Recurring</u>
	Flat-rate service plan:	\$100.00
	Metered service plan:	\$100.00
(2) Telephone Number charges:		<u>Per TN/Non-Recurring</u>
	Native/Non-Ported ANI	
	Flat-rate service plan:	\$1.50
	Metered service plan:	\$0.00
	Ported ANI	
	Flat-rate service plan:	\$30.00
	Metered service plan:	\$30.00
(3) Monthly Line charge:		<u>Monthly Charge per TN</u>
	Flat-rate service plan:	\$30.00
	Metered service plan:	\$1.00
(4) Usage charges applicable to Metered service plan:		
	<b>TIER</b>	<b>PER MINUTE CHARGE</b>
	1	\$0.0143
	2	\$0.0274
	3	\$0.0524

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### PRICE LIST (Cont'd)

#### A.3 inContact Services (Cont'd)

##### A.3.2 Local Two-Way Service

##### Rates and Charges

		<u>Per Customer/Non-Recurring</u>
(1)	Initial service installation charge	\$100.00
(2)	Telephone Number charges:	
	Native/Non-Ported ANI	<u>Per TN/Non-Recurring</u> \$1.50
	Ported ANI	\$30.00
(3)	Monthly service charge	<u>Monthly Charge per TN</u> \$45.00
(4)	Local calling feature charges	

FEATURE	ADDITIONAL CHARGES
Caller ID	- \$7.95 per TN, per month
Call Waiting	- \$4.50 per TN, per month
Call Waiting ID (deluxe)	- \$12.95 per TN, per month
Call Forwarding	- \$3.50 per TN, per month
3-Way Calling	- \$4.25 per TN, per month and - \$0.75 per use
Call Rejection	- \$0.85 per use
Last Call Return (*69)	- \$4.40 per TN, per month and - \$0.75 per use

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### PRICE LIST (Cont'd)

#### A.4 Service Order and Change Charges

##### Rates

<u>Service Order Charges</u>	<u>Charge</u>
Primary Service Connection Charge	*
Secondary Service Connection Charge	*
Transfer of Service Charge, Primary Line	\$40.00
Transfer of Service Charge, Secondary Line	\$20.00
Technician Dispatch Charge	\$75.00
Service Order Charge	N/A
 <u>Change Order Service Charges</u>	
Custom Calling Feature Change Order	\$15.00
Toll Restriction Fee Order	\$5.00
Telephone Number Change Order	\$5.00
Listing Change Charge	\$5.00

\*Service Connection charges are listed with the rates for each specific service tariffed.

#### A.5 Restoration of Service

	<u>Rate</u>
Per occasion	\$25.00

#### A.6 Public Telephone Surcharge

Rate Per Call: \$0.55

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### PRICE LIST (Cont'd)

#### A.7 Custom Calling Features

FEATURE	RATE	BILLED
Call Forwarding	\$3.50	MRC
Speed Calling	\$3.50	MRC
Caller ID	\$7.95	MRC
Caller ID with Name	\$10.95	MRC
Call Trace	\$0.50	Per use
Call Blocking	\$2.50	MRC
Call Waiting	\$4.50	MRC
Call Waiting with Caller ID with Name	\$12.95	MRC
Three Way Calling	\$4.25	MRC
	\$0.75	Per use
Last Call Return (*69)	\$4.40	MRC
	\$0.75	Per use
Anonymous Call Rejection	\$2.50	MRC
Manual Call Rejection	\$0.85	Per use
Repeat/Auto Dial	\$0.50	Per use
Caller Identification Blocking	\$0.50	Per use
Per Call Blocking	No charge	
Per Line Blocking	No charge	

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### PRICE LIST (Cont'd)

#### A.8 Directory Assistance and Operator Services

##### A.8.1 Directory Assistance Rates

	<u>Per Use Charge</u>
Direct dialed, local	\$0.85

##### A.8.2 Operator Service Rates

	<u>Per Use Surcharge</u>
Station-to-station, local	\$0.85
Person-to-person, local	\$2.50

#### A.9 Busy Line Verification and Emergency Interrupt Service

	<u>Per Call</u>
Busy Line Verification, each occasion	\$2.00
Emergency Interruption	\$2.50

#### A.10 Directory Listing Service

##### Rates and Charges

	<u>Per Month</u>
Primary Listings	\$0.00
Additional Listings	\$0.75
Nonpublished Service	\$1.50
Nonlisted Service	\$1.00
Alternate Listings	\$0.75

#### A.11 Toll Restriction Service

	<u>Rate</u>
Nonrecurring charge, per line	*
Monthly, per line	\$8.50

\*For nonrecurring charges associated with Toll Restriction Service, see Section A.4 of this Attachment A.