

September 9, 2022

Ms. Lynn M. Retz
Executive Director
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

RE: Docket No. 22-BUYC-035-KSF

In the Matter of the Audit of inContact, Inc. by the Kansas Universal Service Fund (KUSF) Administrator Pursuant to K.S.A. 66-2010(b) for Fiscal Year 24, March 2020 - February 2021

Dear Ms. Retz:

On July 12, 2022, the Kansas Corporation Commission (KCC or Commission) issued an Order adopting Vantage Point Solutions' (VPS) Audit Report and directed inContact, Inc. (inContact) to: (1) file Audit True-ups for Fiscal Years (FY) 23 – 25 (March 2019 - February 2022), and file a Quarterly True-up for FY 26 for March – May 2022 to correctly report its actual revenues for the appropriate periods, including Late Payment Fees and Directory Assistance Revenues; (2) report the KUSF surcharge amount collected from customers in Box C; (3) remit 1,632.85 to the KUSF; and (4) file an affidavit, signed by an officer of the Company, attesting that the Company has corrected its reporting procedures to report actual revenues in the periods in which they are earned, Late Payment Fees, Directory Assistance Revenues, and to report the KUSF surcharge collected from customer in Box C of the Carrier Remittance Worksheet (CRW), and the date the new procedures were implemented. These actions were to be taken within 45 days of the issuance of the Order, or August 26, 2022.

On August 15, 2022, the Company filed Audit True-ups for FYs 23 – 25 and the Quarterly True-up for March through May 2022 to report its actual revenues for the appropriate periods, including Late Payment Fees and Directory Assistance Revenues. However, the True-ups did not match the revenue amounts reflected in the Audit Report because the Company's third-party preparer did not use the revenue amounts that were listed in each individual finding to arrive at the cumulative amount. Subsequently, the True-ups were rejected.

On August 26, 2022, VPS emailed the Company advising that its compliance was due and inquired on the status of the compliance being completed. On August 29, 2022, the Company's third-party preparer reached out to VPS stating that the Company was in need



of assistance, specifically with preparing and filing the audit True-ups. Also, on August 29, 2022, VPS reached out to the Company to schedule a meeting to offer assistance to the Company to help it complete its audit True-ups for compliance purposes. During the meeting, VPS reminded the Company that it was required to submit an affidavit and remit its payment to the KUSF.

inContact, Inc. did not provide the affidavit, nor did the Company remit the payment by the due date and has not submitted the affidavit or payment as of September 9, 2022. Therefore, the Company is not in compliance with the Commission's Order.

Sincerely,

Shomari Jackson

CERTIFICATE OF SERVICE

I hereby certify that on this 9th day of September 2022, the above Kansas Universal Service Fund Audit Report was e-filed with the Kansas Corporation Commission and a copy was sent via electronic mail and/or U.S. Mail to:

LYNN RETZ
KANSAS CORPORATION COMMISSION
1500 S.W. ARROWHEAD ROAD
TOPEKA, KS 66604

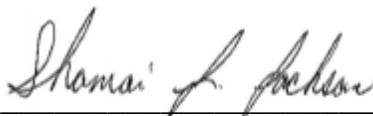
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