

THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

Before Commissioners: Dwight D. Keen, Chair
 Susan K. Duffy
 Andrew J. French

In the Matter of the Audit of inContact, Inc.)
by the Kansas Universal Service Fund)
(KUSF) Administrator Pursuant to) Docket No. 22-BUYC-035-KSF
K.S.A. 66-2010 (b) for KUSF Operating)
Year 24, Fiscal Year March 2020-)
February 2021.)

ORDER ACCEPTING AND ADOPTING
COMPLIANCE REPORT AND CLOSING DOCKET

The above-captioned matter comes before the State Corporation Commission of the State of Kansas (Commission) for consideration and determination. Having examined its files and record, and being duly advised in the premises, the Commission finds and concludes as follows:

1. On July 27, 2021, the Commission directed Vantage Point Solutions (VPS) to perform an audit of inContact, Inc. (hereinafter referred to as “inContact”) for Kansas Universal Service Fund (KUSF) purposes.

2. On July 5, 2022, VPS filed its Audit Report making four findings for inContact in Operating Year 24.¹ The Audit Report recommended inContact file True-up Reports for Fiscal Year 23, March 2019 - February 2020, Fiscal Year 24, March 2020 – February 2021, and Fiscal Year 25, March 2021 to February 2022, and a Quarterly True-up Report for March 2022 to May 2022, to correctly report actual intrastate revenues to the KUSF for the appropriate periods, as well as correctly completing Box C to report the actual KUSF surcharge amounts collected from customers. The Audit Report proposed that inContact remit a net payment of \$1,632.85 to the

¹ Kansas Universal Service Fund Audit Report, Docket No. 22-BUYC-035-KSF (July 5, 2022).

KUSF. The Audit Report additionally recommended inContact file an affidavit of a corporate officer attesting the Company corrected deficiencies for not reporting intrastate revenues for appropriate periods, reporting Late Payment Charges and Directory Assistance revenues, reporting the KUSF surcharges collected from customers in Box C of the CRW, as well as the date new procedures were implemented. VPS also advised to have inContact reminded to file Quarterly True-up Reports within 45 days of each quarter's end. VPS supported inContact be directed to take corrective action within 45 days of the Order Adopting the Report, with VPS filing a Compliance Report within 60 days of the Order.

3. The Commission issued an Order on July 12, 2022, adopting the recommendations of VPS. On September 9, 2022, VPS issued a Compliance Report indicating inContact did not come into compliance and was delinquent in providing accurate True-up Reports, filing an affidavit of a corporate officer attesting to changes in its reporting procedures and paying \$1,632.85 to the KUSF.

4. On September 15, 2022, VPS filed an updated Compliance Report and identified further action taken by inContact. inContact filed corrected True-up Reports for Fiscal Year 23, March 2019 - February 2020, Fiscal Year 24, March 2020 – February 2021, and Fiscal Year 25, March 2021 to February 2022, and a Quarterly True-up Report for March 2022 to May 2022, to correctly report actual intrastate revenues to the KUSF for the appropriate periods, as well as correctly completing Box C to report the actual KUSF surcharge amounts collected from customers. VPS indicated that inContact had filed an affidavit of the a corporate officer attesting to correcting its reporting deficiencies related to Late Payment Fees, Directory Assistance Revenues, and reporting the KUSF surcharges actually collected from customers in Box C of the Carrier Remittance Worksheets. VPS also confirmed inContact had paid \$1,632.85 to the KUSF.

Accordingly, VPS determined that inContact was now in compliance of the Commission Order Adopting the Audit Report and the Docket should be closed.

5. The Commission has reviewed VPS' Compliance Report dated September 15, 2022, filed in this matter and finds it should be adopted, closing the Docket.

IT IS THEREFORE, BY THE COMMISSION ORDERED THAT:

A. The Commission accepts and adopts Vantage Point Solutions' Compliance Report filed September 15, 2022, and determines the Docket be closed.

B. The Commission retains jurisdiction over the subject matter and parties for the purpose of entering such further orders as it may deem necessary.

BY THE COMMISSION IT IS SO ORDERED.

Keen, Chair; Duffy, Commissioner; French, Commissioner

Dated: 09/27/2022



Lynn M. Retz
Executive Director

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CERTIFICATE OF SERVICE

22-BUYC-035-KSF

I, the undersigned, certify that a true copy of the attached Order has been served to the following by means of electronic service on 09/27/2022.

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