

The Compliance Group  
 1430 Spring Hill Road, Suite 315  
 Tysons, VA 22102

THE  
**COMPLIANCE**  
 GROUP

March 31, 2025

RCVD PUC SEC BUR  
 APR 11 2025 AM 10:48

Pennsylvania Public Utility Commission  
 Attn: Secretary  
 400 North St Fl 2  
 Harrisburg PA 17120



M-2025-3052801

**Re: inContact - USF Assessment Development (Rolka Loube) (PA) (Due:  
 March 31, 2025)**

Attention -

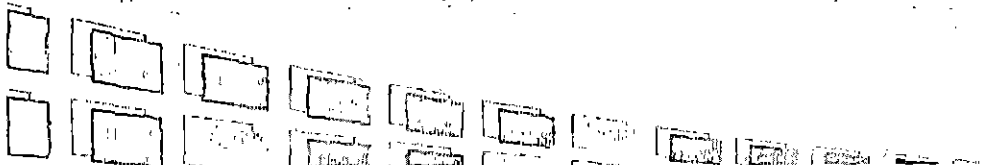
On behalf of our client, inContact, Inc., The Compliance Group submits the enclosed regulatory report: USF Assessment Development (Rolka Loube) (PA) (Due: March 31, 2025). This report covers the following reporting period: January 1, 2024 - December 31, 2024.

Please do not hesitate to contact the undersigned directly with any questions about this report at [kmh@compliancegroup.com](mailto:kmh@compliancegroup.com).

Respectfully Submitted,

Karen Hyde

On behalf of inContact, Inc.



# Pennsylvania Universal Service Fund Administrator

## Development of Assessment Data Request For Fiscal Year 2026 - Docket M-2025-3052801

Utility Code: PA310662

Company Name: inContact, Inc. d/b/a  
inContact of PA, Inc.

Contact Name: Karen Hyde

Street Address: 75 West Towne Ridge Parkway  
Tower 1

City/State/Zip: Sandy UT 84070

Email: n/a

Type of Communications Provider: IXC (e.g.  
Incumbent LEC, Competitive LEC, DXC,  
DXC Reseller, CAP, or ETC-Uncertified  
Interconnected VoIP Service Provider)

Phone: 7037141306

Access Lines 2024	0
Access Lines 2023	0

## Pennsylvania Intrastate Retail Revenues

(For Twelve Months Ending December 31, 2024)

a) 2024 Gross intrastate operating revenue (as reported to the PA PUC pursuant to 66 Pa.C.S. § 51(b))	\$398.00
b) 2024 Gross intrastate interconnected VoIP	\$1,119,049.94
c) Less revenues received from access charges	\$0.00
d) Less revenues received from the wholesale of the toll or local services to a reseller	\$0.00
e) Less revenues received from the leasing of unbundled network elements	\$0.00
<b>TOTAL UNADJUSTED INTRASTATE END-USER TELECOMMUNICATIONS RETAIL REVENUE FOR 2024</b>	<b>\$1,119,447.94</b>



I certify that I have examined the report and to the best of my knowledge and belief it is true, correct, and complete. Once completed, the Development of Assessment Data Request form must be submitted to Rolka Loube, PA, USP Administrator, via eFile at <https://rolkaloube.com/pa-universal-funds>.

Date	Officer Name	Officer Signature	Officer Title
2025-03-31	Jonathan Castillo	n/a	Controller
Date	Contact Name	Contact Phone	Contact Title
2025-03-31	Karen Hyde	7037141306	Consultant

Pursuant to 51 PA. Code §69.165(a), a copy of this completed form must be filed with the secretary of the Commission via eFile or mailed to:

SECRETARY  
PENNSYLVANIA  
COMMONWEALTH KEYSTONE BUILDING - 2nd Floor  
400 North Street  
Harrisburg, PA, 17120

Any Certified carrier that plan to cancel operations in the Commonwealth must file an abandonment application. See 66 Pa.C.S. § 1102(a)(2). A fee of \$350 per application to abandonment applications. See 52 PA. Code § 143.

