

inContact, Inc. (d.b.a. UCN) Cost Recovery Fee FAQs

Cost Recovery Fee

- Why do I have to pay this fee?
- What does each customer pay?
- How will I be assessed the Cost Recovery Fee if my bill contains multiple months?
- If I don't have any inContact charges in a month, will I still receive this charge?
- How does this fee appear on inContact customer telephone bills?
- Does the Cost Recovery Fee apply to all customers?
- How much money is inContact making on this?
- Was notice of this fee provided?
- Does the Cost Recovery Fee count towards minimum commitments, where applicable?
- Is the Universal Service Charge percentage assessed on the Cost Recovery Fee?

Important Information for customers with more than one phone line

- Does the Cost Recovery Fee apply to each phone line?

Q. Why do I have to pay this fee?

A. The Cost Recovery Fee will help inContact recover the costs associated with regulatory compliance, administrative expenses, advocacy costs, property taxes and other expenses incurred by inContact as a nationwide telecommunications provider. In the competitive environment we are in, we cannot continue to absorb these costs while at the same time retaining competitive per minute rates comparable to our peers.

Q. What does each customer pay?

A. The Cost Recovery Fee is 3.21% of intrastate "usage" charges, per month. This fee only applies when you have inContact charges for intrastate usage on your bill.

Q. How will I be assessed the Cost Recovery Fee if my bill contains multiple months?

A. The Cost Recovery Fee applies for each month in which you have any inContact intrastate usage charges on your bill. For example, if you receive an inContact bill covering three months, and for two of the three months you have such charges, you will receive two fees.

Q. If I don't have any inContact charges in a month, will I still receive this charge?

A. If you do not have any inContact intrastate usage charges in any given month, you will not be assessed the fee for that month.

Q. How does this fee appear on inContact customer's telephone bill?

A. The Cost Recovery Fee appears as a separate line item on your bill. This fee appears in the "Other Charges" section of the Long Distance portion of your bill.

Q. How much money is inContact making on this?

A. The purpose of this charge is intended to recover our costs. The fee will help inContact recover costs associated with regulatory compliance, administrative expenses, advocacy costs, property taxes and other expenses incurred by inContact as a nationwide telecommunications provider.

Q. Was notice of this fee provided?

A. Yes. inContact notified all affected customers in their bills and via notice posted on its website – www.inContact.com.

Q. Does the Cost Recovery Fee count towards my minimum commitments?

A. No.

Q. Is the Universal Service Charge percentage assessed on the Cost Recovery Fee?

A. No.

Important Information for customers with more than one phone line

Q. Does the Cost Recovery Fee apply to each phone line?

A. Yes. It applies to each line that has intra-state usage.