Georgia Public Service Commission

244 WASHINGTON STREET, SW
ATLANTA, GEORGIA 30334-5701

CUSTOMER SERVICE CONTACT INFORMATION/ COMPANY CONTACT ESCALATION LIST

Commission Rule 515-12-1-.34 Code of Conduct for Winback Activities imposes the following filing requirement on all Incumbent and Competitive Local Exchange Carriers:

> (7) (a) LECs shall maintain and have on file with this Commission customer service contact information and a company contact escalation list. **This information shall be filed on an annual basis, except that LECs shall file any changes to this information on a quarterly basis. The date for the annual filing shall be March 31st of each year.** LECs shall make this information available to other LECs.

Please file the completed form electronically at https://psc.ga.gov/alternative-efile/.

Questions regarding filing procedures should be directed to Ms. Sallie Tanner at (404) 463-7747 or stanner@psc.ga.gov.

Questions regarding the application should be directed to Ms. Erica Wilson at (404) 651-9402 or ewilson@psc.ga.gov.

GEORGIA PUBLIC SERVICE COMMISSON
CUSTOMER SERVICE CONTACT INFORMATION/
COMPANY CONTACT ESCALATION LIST

COMPANY NAME:	inContact, Inc.
ADDRESS:	75 West Towne Ridge Parkway, Tower 1, Sandy, UT 84070
CERTIFICATE NUMBER(S):	R-549
PREPARED BY:	Karen Hyde
PHONE:	703-714-1306
EMAIL:	kmh@commpliancegroup.com

CUSTOMER SERVICE NUMBER:	800-826-8028

COMMISSION COMPLAINT CONTACT:	
NAME:	Kristi Thornley
TITLE:	Contracts & Compliance Specialist
PHONE:	801-715-5154
EMAIL:	Kristi.thornley@nice.com
ADDRESS (IF NOT SAME AS ABOVE):	

REGULATORY CONTACT:	
NAME:	Kristi Thornley
TITLE:	Contracts & Compliance Specialist
PHONE:	801-715-5154
EMAIL:	Kristi.thornley@nice.com
ADDRESS (IF NOT SAME AS ABOVE):	

TARIFF CONTACT:	
NAME:	Kristi Thornley
TITLE:	Contracts & Compliance Specialist
PHONE:	801-715-5154
EMAIL:	Kristi.thornley@nice.com
ADDRESS (IF NOT SAME AS ABOVE):	

ATTORNEY:	
NAME:	Allison Rule
TITLE:	Attorney
PHONE:	703-714-1300
EMAIL:	adr@commlawgroup.com
ADDRESS (IF NOT SAME AS ABOVE):	1430 Spring Hill Road, Ste 310, McLean, VA 22102
NAME OF FIRM (IF APPLICABLE):	Marashlian & Donahue, PLLC