

November 19, 2025

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*Data Center
Missouri Public Service Commission*

VIA OVERNIGHT DELIVERY

Ms. Nancy Dippell, Secretary
Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

**Re: Notification of Merger of Engage Holdings, LLC dba iQventures into
InContact, Inc.**

Dear Secretary Dippell,

inContact, Inc. ("inContact") and Engage Holdings, LLC dba iQventures ("Engage") (collectively, the "Parties"), by undersigned counsel, hereby notify the Missouri Public Service Commission ("Commission"), of the merger of Engage into inContact ("Transaction"), which is scheduled to occur on or around December 31, 2025.

It is the Parties' understanding that formal Commission approval of the Transaction is not required. Accordingly, the Parties submit this letter for informational purposes only to ensure the continuing accuracy of the Commission's records.

I. DESCRIPTION OF THE PARTIES

A. Engage Holdings, LLC dba iQventures

Engage is a privately-held Ohio limited liability company that provides nomadic Interconnected Voice Over Internet Protocol ("I-VoIP") and internet access solutions on a resale basis to enterprise customers. Engage is registered with the Commission as an I-VoIP provider, Certification No. DA-2017-0184; certified on January 14, 2017.

B. InContact, Inc.

inContact is a Delaware limited liability company with its principal place of business located at 75 West Towne Ridge Parkway Tower 1, Sandy, UT 84070. inContact is currently Engage's affiliate. Upon the closing of the Transaction, Engage will merge into inContact, and Engage will cease to exist as a separate legal entity.

inContact holds the following certifications with the Commission:

- Telephone Interconnected VoIP Certification No. DN-2016-0071; certified on September 28, 2015;
- Telephone IXC Certification No. TN-2016-0070; certified on October 1, 2015;
- Telephone CLEC Certification No. TN-2016-0070; certified on October 1, 2015.

inContact holds PSC registrations and authorizations in additional states.

Members of inContact's management team have extensive experience operating regulated telecommunications companies. inContact is well-qualified to continue conducting Engage's business and serving Engage's customers.

II. DESCRIPTION OF THE TRANSACTION

On or around December 31, 2025, Engage will merge into its affiliate, inContact as part of a corporate restructuring. As a result, all services will be provided by inContact, and invoices will be issued under the inContact name. The transaction will in no way diminish the availability, quality, and affordability of the I-VoIP services offered to Engage's Missouri customers.

The proposed Transaction will serve the public interest. It will result only in internal corporate restructuring. No material changes to the rates, terms and conditions of service offered by Engage to its customers are expected to occur as a result of the Transaction.¹

Customer invoices will be issued under inContact's name, but other than that, most Engage subscribers will not notice that their provider has undergone an internal corporate restructuring. Notwithstanding the foregoing, Engage will provide its customers with at least thirty (30) days written notice of the corporate restructuring. A sample notice is included hereto, as Exhibit A.

Accordingly, this Transaction will be, for all practical purposes, imperceptible to the customers of Engage. The Transaction also will not adversely affect competition for the provision of telecommunications in the jurisdictions currently served by Engage because all of the customers served by Engage have, and following consummation of the Transaction will continue to have, access to competitive alternatives.

No material changes in Engage's existing management and operational personnel are planned as a result of the Transaction, and such management and operational personnel are currently expected to continue to actively participate in the day-to-day operations of Engage.

In sum, the transaction will serve the public interest by preserving and enhancing Engage's strengths without posing any threat of anticompetitive effects or other public interest harms, and it will be largely invisible to consumers. For the foregoing reasons, consummation of the Transaction proposed herein will serve the public interest.

III. CONTACT INFORMATION

Correspondence concerning this filing should be sent to the following:

¹ Neither Engage nor inContact have a present intention to change the rates, terms, or conditions of services offered to customers. Any changes to the rates, terms, or conditions offered to customers that may occur in the ordinary course of business in the future will be implemented in conformance with applicable law, including obtaining any required regulatory approvals, tariffing, or other applicable legal requirements.

Allison D. Rule
Partner at Marashlian & Donahue, PLLC
1430 Spring Hill Road, Suite 310
Tysons, Virginia 22102
Tel: (703) 714-1312
adr@CommLawGroup.com

with copies to:

Jeff Levenberg
Vice President & General Counsel, Americas
221 River Street, 10th Floor, Hoboken, NJ 07030
jeff.levenberg@nice.com

IV. CONCLUSION

The Parties respectfully advise the Commission of their participation in the Transaction as described above.

An original and one copy of this filing are enclosed. Please date stamp and return the extra copy. If there are any questions regarding this filing, please do not hesitate to contact the undersigned directly.

Respectfully submitted,



Allison D. Rule

Counsel for Engage Holdings, LLC dba iQventures

EXHIBIT A

Customer Notice – Via Invoice Insert

Dear Valued Customer,

Please be advised that on or around December 31, 2025, Engage will merge into its affiliate, inContact, Inc. as part of a corporate restructuring. As a result, beginning in {TBD}2026, all services will be provided by inContact, Inc. and invoices will be issued under the inContact name. The transaction will in no way diminish the availability, quality, and affordability of the nomadic I-VoIP services offered to Engage's Missouri customers.

Should you have any questions regarding this notice or the impact of the corporate restructuring on your services, please direct all inquiries to:

inContact, Inc. at:

Phone number:{TBD}.

Email: {TBD}

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JEFFERSON CITY MO 65101-3254-99
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ORIGIN ID:PIZA (703) 714-1300
SHERRY REESE
MARASHLIAN & DONAHUE, PLLC
1430 SPRING HILL RD
SUITE 310
MCLEAN, VA 22102
UNITED STATES US

SHIP DATE: 19N
ACTWGT: 0.30 LB
CAD: 7358790/INE

BILL SENDER

TO **NANCY DIPPELL, SECRETARY**
MISSOURI PUBLIC SERVICE COMMISSION
200 MADISON STREET

JEFFERSON CITY MO 65102

(703) 714-1300 REF: INCONTACT .018
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