

Telecommunications
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General Business Law

The Helein Law Group, LLLP

8180 Greensboro Drive
Suite 700
McLean, VA 22102

(703) 714-1300 (Telephone)
(703) 714-1330 (Facsimile)
mail@thlglaw.com

RECEIVED

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SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Writer's Direct Dial Number

(703) 714-1313

Writer's E-mail Address

jsm@thlglaw.com

April 7, 2005

Via Overnight Courier

South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 East Capitol Avenue
Pierre, South Dakota 57501

Re: UCN, Inc.
Application for a Certificate of Public Convenience and Necessity
to Provide Resold and Facilities-Based Local Exchange
Telecommunications Services in South Dakota
Docket No. TC-05-051

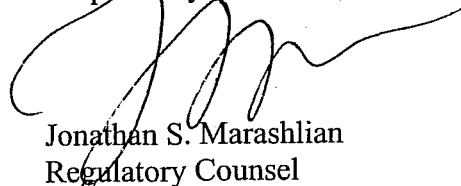
Ladies and Gentlemen:

On behalf of UCN, Inc. ("UCN"), transmitted herewith are an original plus ten (10) copies of replacement pages to its proposed South Dakota Tariff No. 4. These replacement pages are submitted pursuant to Staff request.

An additional copy of this filing is enclosed, to be date-stamped and returned in the postage-prepaid envelope provided.

Should there be any questions regarding this filing, kindly contact the undersigned.

Respectfully submitted,



Jonathan S. Marashlian
Regulatory Counsel

JSM/sr
Enclosures

cc: Michelle M. Farris, P.E., Utility Analyst

SECTION 2 – RULES AND REGULATIONS (CONT'D)**2.5 Payment Arrangements (Cont'd)****2.5.3 Disputed Bills**

- A. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Company may require the Customer to pay the undisputed portion of the bill to avoid discontinuance of service for non-payment. The Customer must submit a documented claim for the disputed amount. The Customer will submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within 180 days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- B. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the South Dakota Public Utilities Commission, in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

South Dakota Public Utilities Commission
500 East Capitol
Pierre, South Dakota 57501-5070
Toll-Free: (800) 332-1782
TTY Through Relay South Dakota: (800) 877-1113

- C. If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.

2.5.4 Advance Payments

The Company does not request advance payments from its Customers.

Issued:

Effective:

Issued by:

Paul Jarman
President/CEO
14870 South Pony Express Road
Bluffdale, Utah 84065

SECTION 2 – RULES AND REGULATIONS (CONT'D)

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits

The Company does not request deposits from its Customers.

Issued:

Effective:

Issued by:

Paul Jarman
President/CEO
14870 South Pony Express Road
Bluffdale, Utah 84065