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May 5, 2009

Blanca S. Bayo, Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Gerald Gunter Building
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
09 MAY - 7 PM 2:33
COMMISSION
CLERK

**Re: UCN, Inc. – Certificate No. 8549
Request to Change Name to inContact, Inc. d/b/a UCN**

Dear Ms. Bayo:

UCN, Inc. (“UCN” or the “Company”), respectfully submits an original plus four (4) copies of this letter to notify and request approval from the Florida Public Service Commission (“Commission”) of the Company’s name change to inContact, Inc. d/b/a UCN (“inContact”). A copy of evidence of the Amended Certificate of Authority received from the Florida Department of State is attached hereto as Exhibit A for your records and reference.

UCN was certified to provide interexchange telecommunications services within Delaware pursuant to Certificate No. 8231, in Docket No. 030564-T1, under its former corporate name, BUI, Inc. A name change to UCN, Inc. was granted in Docket No. 040987-TI on August 31, 2004. UCN was certified to provide local exchange services in Docket No. 041268-TX on January 20, 2005.

The aforementioned name change will not in any way inconvenience or cause harm to the Company’s customers, and Florida customers will continue to be provided high-quality, affordable telecommunications services by the Company under the name inContact, Inc. d/b/a UCN.

Pursuant to Commission rules and regulations, inContact has included as Exhibit B a replacement Tariff No. 4, which cancels and replaces, in its entirety, UCN’s Tariff No. 2, governing the provision of interexchange telecommunications services. inContact has included

- COM
- BCR
- GCL
- OPC
- PCP**
- SEC
- SGA
- ADM
- CLK

DOCUMENT NUMBER-DATE

04394 MAY-7 8

FPSC-COMMISSION CLERK

Nonrec Price list forwarded to PCP

as Exhibit C a replacement Price List No. 5, which cancels and replaces, in its entirety, UCN's Price List No. 3, governing the provision of competitive local exchange telecommunications services. Please note that other than the Company name, the only modifications were corrections to typographical errors. inContact's Tariff No. 4 and Price List No. 5 are issued May 7, 2009, to be effective on one (1) day's notice, on May 8, 2009.

The Company respectfully requests Commission approval of its name change to inContact, Inc. d/b/a UCN and acceptance of its replacement Tariff No. 4 and Price List No. 5.

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

Should any questions arise regarding this matter, kindly contact the undersigned.

Respectfully submitted,



Jonathan S. Marashlian
Regulatory Counsel

JSM/sr
Enclosures

EXHIBIT A

Evidence of Amended Certificate of Authority



FLORIDA DEPARTMENT OF STATE
Division of Corporations

December 22, 2008

JONATHAN S MARASHLIAN, ESQ
1483 CHAIN BRIDGE RD STE 301
MCLEAN, VA 22101

Re: Document Number F03000001164

The Amendment to the Application of a Foreign Corporation for UCN, INC. which changed its name to INCONTACT, INC., a Delaware corporation authorized to transact business in Florida, was filed on December 19, 2008, effective January 1, 2009.

Should you have any questions regarding this matter, please telephone (850) 245-6050, the Amendment Filing Section.

Tracy Smith
Document Specialist
Division of Corporation

Letter Number: 808A00061290

DOCUMENT NUMBER-DATE
04394 MAY-7 8
FPSC-COMMISSION CLERK

PROFIT CORPORATION
APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO
APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA
(Pursuant to s. 607.1504, F.S.)

SECTION I
(1-3 MUST BE COMPLETED)

F03000001164

(Document number of corporation (if known))

08 DEC 19 PM 3:54

1. UCN, Inc.

(Name of corporation as it appears on the records of the Department of State)

2. Delaware

(Incorporated under laws of)

3. 03/04/2003

(Date authorized to do business in Florida)

SECTION II
(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)

4. If the amendment changes the name of the corporation, when was the change effected under the laws of its jurisdiction of incorporation? January 1, 2009

5. inContact, Inc.

(Name of corporation after the amendment, adding suffix "corporation," "company," or "incorporated," or appropriate abbreviation, if not contained in new name of the corporation)

(If new name is unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

6. If the amendment changes the period of duration, indicate new period of duration.

(New duration)

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

(New jurisdiction)

8. Attached is a certificate or document of similar import, evidencing the amendment, authenticated not more than 90 days prior to delivery of the application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the laws of which it is incorporated.

KE Partridge

(Signature of a director, president or other officer - if in the hands of a receiver or other court appointed fiduciary, by that fiduciary)

Kim Partridge

(Typed or printed name of person signing)

Secretary

(Title of person signing)

Delaware

PAGE 1

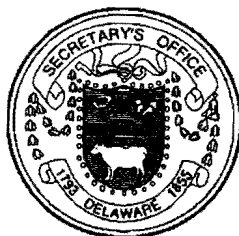
The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "UCN, INC.", CHANGING ITS NAME FROM "UCN, INC." TO "INCONTACT, INC.", FILED IN THIS OFFICE ON THE FOURTEENTH DAY OF OCTOBER, A.D. 2008, AT 9:55 O'CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF AMENDMENT IS THE FIRST DAY OF JANUARY, A.D. 2009, AT 12:01 O'CLOCK A.M.

3016691 8100

081076820



Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 7009169

DATE: 12-08-08

STATE OF DELAWARE
CERTIFICATE OF AMENDMENT OF
CERTIFICATE OF INCORPORATION OF UCN, INC.

UCN, Inc., a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware does hereby certify:

FIRST: That by unanimous written consent of the Board of Directors of UCN, Inc., dated August 21, 2008 and executed in accordance with Section 141(f) of the General Corporation Law of the State of Delaware, resolutions were duly adopted setting forth a proposed amendment of the Certificate of Incorporation of said corporation, declaring said amendment to be advisable and calling a meeting of the stockholders of said corporation for consideration thereof. The resolution setting forth the proposed amendment is as follows:

RESOLVED: that the following proposed amendment (the "Amendment") to the Certificate of Incorporation of the Corporation is hereby adopted and approved:

Article I of the Certificate of Incorporation be amended by deleting all of Article I and inserting the following provision in lieu thereof:

ARTICLE I
NAME

The name of the Corporation is inContact, Inc.

SECOND: That thereafter, pursuant to resolution of its Board of Directors, a special meeting of the stockholders of said corporation was duly called and held upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware at which meeting the necessary number of shares as required by statute were voted in favor of the amendment.

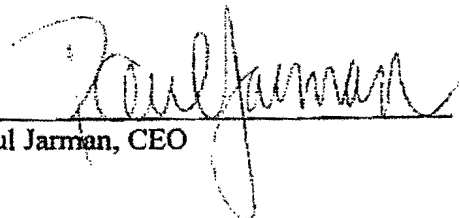
THIRD: That said amendment was duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware.

FOURTH: That said amendment shall be effective at 12:01 am, Eastern time on January 1, 2009.

IN WITNESS WHEREOF, said corporation has caused this certificate to be signed the 13 day of October 2008.

By: _____

Paul Jarman, CEO





FLORIDA DEPARTMENT OF STATE
Division of Corporations

December 22, 2008

UCN
7730 S. UNION PARK AVENUE
SUITE 500
MIDVALE, UT 84047

Subject: **UCN**

REGISTRATION NUMBER: **G08354900016**

This will acknowledge the filing of the above fictitious name registration which was registered on December 19, 2008. This registration gives no rights to ownership of the name.

Each fictitious name registration must be renewed every five years between January 1 and December 31 of the expiration year to maintain registration. Three months prior to the expiration date a statement of renewal will be mailed.

IT IS THE RESPONSIBILITY OF THE BUSINESS TO NOTIFY THIS OFFICE IN WRITING IF THEIR MAILING ADDRESS CHANGES. Whenever corresponding please provide assigned Registration Number.

Should you have any questions regarding this matter you may contact our office at (850) 245-6058.

Reinstatement Section
Division of Corporations

Letter No. Q08A00061294

APPLICATION FOR REGISTRATION OF FICTITIOUS NAME

Note: Acknowledgements/certificates will be sent to the address in Section 1 only.

UCN

Fictitious Name to be Registered (see instructions if name includes "Corp" or "Inc")
7730 S. Union Park Avenue

Suite 500

Mailing Address of Business

Midvale UT 84047
City State Zip Code

3. Florida County of principal place of business: Broward

(see instructions if more than one county)

FILED

08 DEC 19 PM 4:01

SECRETARY OF STATE
TALLAHASSEE, FLORIDA

This space for office use only

A. Owner(s) of Fictitious Name If Individual(s): (Use an attachment if necessary):

1. Last First M.I.
Address
City State Zip Code

2. Last First M.I.
Address
City State Zip Code

B. Owner(s) of Fictitious Name If other than an individual: (Use attachment if necessary):

1. inContact, Inc.
Entity Name
7730 S. Union Park Avenue, Suite 500
Address
Midvale, UT 84047
City State Zip Code
Florida Registration Number F03000001164
FEI Number: 87-0528557
 Applied for Not Applicable

2. Entity Name
Address
City State Zip Code
Florida Registration Number
FEI Number:
 Applied for Not Applicable

I (we) the undersigned, being the sole (all the) party(ies) owning interest in the above fictitious name, certify that the information indicated on this form is true and accurate. In accordance with Section 865.09, F.S., I (we) understand that the signature(s) below shall have the same legal effect as if made under oath. (At Least One Signature Required)

KE Partridge 11-13-08
Signature of Owner Date

Signature of Owner Date

Phone Number: (866) 541-0000

Phone Number:

**FOR CANCELLATION COMPLETE SECTION 4 ONLY:
FOR FICTITIOUS NAME OR OWNERSHIP CHANGE COMPLETE SECTIONS 1 THROUGH 4:**

I (we) the undersigned, hereby cancel the fictitious name _____
_____, which was registered on _____ and was assigned
registration number _____

Signature of Owner Date

Signature of Owner Date

Mark the applicable boxes Certificate of Status — \$10 Certified Copy — \$30

NON-REFUNDABLE PROCESSING FEE: \$50

Section 1

Section 2

Section 3

Section 4

EXHIBIT B

inContact, Inc. Tariff No. 4