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The CommLaw Group IDAHO PUBLIC UTILITIES COMMISSION

HELEIN & MARASHLIAN, LLC
1483 Chain Bridge Road
Suite 301
McLean, Virginia 22101

Telephone: (703) 714-1300
Facsimile: (703) 714-1330
E-mail: mail@CommLawGroup.com
Website: www.CommLawGroup.com

Writer's Direct Dial Number
703-714-1313

Writer's E-mail Address
jsm@CommLawGroup.com

May 11, 2009

BUY-T-05-01

Jean Jewell, Commission Secretary
Idaho Public Utilities Commission
472 West Washington Street
Boise, Idaho 83702

**Re: UCN, Inc.
Order No. 29761; Case No. BUY-T-05-1; Certificate No. 444
Request to Change Name to inContact, Inc. d/b/a UCN**

Dear Ms. Jewell:

UCN, Inc. ("UCN" or the "Company"), respectfully submits an original plus three (3) copies of this letter to notify and request approval from the Idaho Public Utilities Commission ("Commission") of the Company's name change to inContact, Inc. d/b/a UCN ("inContact"). A copy of the Amended Certificate of Authority issued by the Idaho Secretary of State is attached hereto as Exhibit A for your records and reference.

UCN was certified to provide interexchange telecommunications services within Idaho on March 21, 2003, under its former corporate name, BUI, Inc. A name change was granted to UCN on September 10, 2004. UCN was certified to provide competitive local exchange services on April 20, 2005 pursuant to Order No. 29761, Case No. BUY-T-05-1 and granted Certificate No. 444.

The aforementioned name change will not in any way inconvenience or cause harm to the Company's customers, and Idaho customers will continue to be provided high-quality, affordable telecommunications services by the Company under the

name inContact, Inc. Customers have been provided at least 30 days' notice of the name change to inContact, Inc. via billing insert.

Pursuant to Commission rules and regulations, inContact has included as Exhibit B a replacement Tariff No. 5, which cancels and replaces, in its entirety, UCN's Tariff No. 3, governing the provision of interexchange telecommunications services. inContact has included as Exhibit C a replacement Tariff No. 6, which cancels and replaces, in its entirety, UCN's Tariff No. 4, 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.

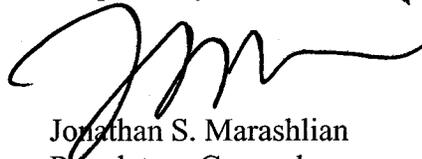
Electronic copies of inContact's Idaho Tariff Nos. 5 and 6 are also enclosed herewith on CD-ROM, formatted utilizing Microsoft Word, in accordance with Commission rules.

The Company respectfully requests Commission approval of its name change to inContact, Inc. and acceptance of its replacement Idaho Tariff Nos. 5 and 6.

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

Amended Certificate of Authority

State of Idaho

Office of the Secretary of State

AMENDED CERTIFICATE OF AUTHORITY

OF

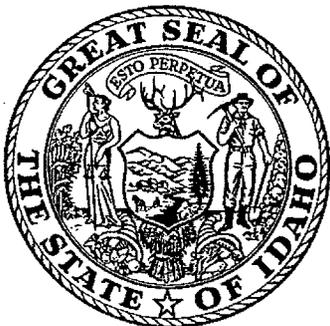
UCN, INC.

File Number C 145161

I, BEN YSURSA, Secretary of the State, hereby certify that an Application for Amended Certificate of Authority, has been received in this office and is found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I issue this Amended Certificate of Authority to reflect the name change from UCN, INC. to **INCONTACT, INC.** and attach hereto a duplicate of the application for such amended certificate.

Dated: April 16, 2009



Ben Yursa
SECRETARY OF STATE

By

Shirley Beckner



APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY

(Instructions on back of application)

09 APR 16 AM 10:28

SECRETARY OF STATE
STATE OF IDAHO

To the Secretary of State of the State of Idaho:

Pursuant to Section 30-1-1504, **Idaho Code**, the undersigned Corporation hereby applies for an amended certificate of authority to transact business in the State of Idaho and for that purpose submits the following statement. Complete only applicable items.

1. A Certificate of Authority was issued to the corporation by your office on: 08/20/2002
authorizing it to transact business in the State of Idaho under the name of:
UCN, Inc.
2. Its corporate name has been changed to: inContact, Inc.
3. The name which it shall use hereafter in the State of Idaho is:
inContact, Inc.
4. It has changed its jurisdiction of incorporation, without a change of corporate identity to: _____

Dated: 11-13-08 Corporation Name: inContact, Inc.

Signature: KE Partridge

Typed Name: Kimm Partridge

Capacity: Secretary

Customer Acct # :

(if using pre-paid account)

Secretary of State use only

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amended cert of authority.p65
Revised 07/2002

IDAHO SECRETARY OF STATE
04/16/2009 05:00
CK: 225662 CT: 172099 BH: 1166323
1 @ 30.00 = 30.00 AMEND CERT # 2

Web Form

e145161

Delaware

PAGE 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "UCN, INC.", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "INCONTACT, INC.", 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 8320

090349842



You may verify this certificate online
at corp.delaware.gov/authver.shtml


Jeffrey W. Bullock, Secretary of State
AUTHENTICATION: 7239253

DATE: 04-09-09



CERTIFICATE OF ASSUMED BUSINESS NAME

Pursuant to Section 53-504, Idaho Code, the undersigned submits for filing a certificate of Assumed Business Name.

FILED EFFECTIVE

09 APR 16 AM 10:29

SECRETARY OF STATE
STATE OF IDAHO

Please type or print legibly.

NOTE: See instructions on reverse before filing.

1. The assumed business name which the undersigned use(s) in the transaction of business is:

UCN

2. The true name(s) and business address(es) of the entity or individual(s) doing business under the assumed business name:

Name

Complete Address

inContact, Inc.

7730 S. Union Park Avenue, Suite 500

C145161

Midvale, Utah 84047

3. The general type of business transacted under the assumed business name is:

- Retail Trade
- Wholesale Trade
- Services
- Manufacturing
- Finance, Insurance, and Real Estate
- Transportation and Public Utilities
- Construction
- Agriculture
- Mining

4. The name and address to which future correspondence should be addressed:

inContact, Inc. - Attn: Kimm Partridge

7730 S. Union Park Avenue, Suite 500

Midvale, Utah 84047

Submit Certificate of Assumed Business Name and \$25.00 fee to:

Idaho Secretary of State
450 N 4th Street
PO Box 83720
Boise ID 83720-0080

(208) 334-2301

5. Name and address for this acknowledgment copy is (if other than # 4 above):

Jonathan S. Marashlian, Helein & Marashlian, LLC

1483 Chain Bridge Road, Suite 301

McLean, Virginia 22101

Signature: K E Partridge
(signature required)

Printed Name: Kimm Partridge

Capacity/Title: Secretary

(see instruction # 8 on back of form)

Secretary of State use only

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Revised 04/2003

IDAHO SECRETARY OF STATE
04/16/2009 05:00
CK: 225662 CT: 172099 BH: 1166323
I # 25.00 = 25.00 ASSUM NAME # 3

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