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IDAHO PUBLIC
UTILITIES COMMISSION

November 24, 2010

Jean Jewell
Commission Secretary
Idaho Public Utilities Commission
P.O. Box 83720
Boise, Idaho 83720-0074
Jean.jewell@puc.idaho.gov

BUY-T-05-01
Cert. # 444

Re: inContact, Inc. d/b/a UCN Relinquishment of CPCN

Dear Ms. Jewell:

On behalf of inContact, Inc. d/b/a UCN ("inContact"), this letter responds to the Idaho Public Utilities Commission's ("PUC" or "Commission") letter dated November 9, 2010. Therein, the Commission requested that inContact voluntarily relinquish its Certificate of Public Convenience and Necessity ("CPCN" or "Certificate"). The Commission's request resulted from an investigation of service providers with CPCNs in Idaho, seeking to confirm that all such providers "are actually providing basic local exchange service to customers in Idaho" pursuant to Order No. 32059, Case No. TIM-T-08-01, issued August 27, 2010, p. 11.

Based upon the Commission's interpretation of the types of service for which a CPCN is required, or for which the Commission has authority to issue a CPCN, as discussed in Order No. 32059, and subject to the conditions discussed below, inContact hereby relinquishes its CPCN to provide basic local exchange service in the state of Idaho.

To relinquish its Certificate, inContact requires adequate assurances from the Commission, in writing, that it need not maintain a CPCN to provide its services in Idaho. Without such written confirmation, inContact fears it will have difficulty interconnecting with Local Exchange Carriers ("LECs") or obtaining telephone numbers from NANPA. Therefore, inContact agrees to relinquish its Certificate voluntarily on the express condition that it first obtain a written letter from the Commission confirming that it is not required to maintain a CPCN to provide its services in Idaho, and in fact, the Commission cannot issue it a Certificate to provide such services.

Furthermore, inContact relinquishes its CPCN with the understanding that it may continue to provide its access lines in Idaho for the purpose of providing data services without the Certificate. And, inContact understands that it will not be penalized for informing the Commission that it has not been

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providing "basic local exchange service" in Idaho despite holding a CPCN. Subject to these qualifications, inContact hereby relinquishes its CPCN to the Idaho PUC. Such relinquishment shall become effective upon receipt of written confirmation of the Commission's aforementioned letter.

Should you have any questions regarding this matter, please contact the undersigned.

/s/ Jacqueline R. Hankins

Cc: Carolee Hall
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