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March 26, 2012

VIA OVERNIGHT DELIVERY

Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: Application for Name Change
UCN, Inc.

12-00024

Dear Secretary:

On behalf of UCN, Inc. ("UCN") its attorneys hereby apply to the Tennessee Regulatory Authority ("TRA") for approval of the Company's name change to inContact, Inc. d/b/a UCN ("inContact"). An original and thirteen (13) copies of this letter application are provided and are accompanied by a check in the amount of \$25.00 to cover the filing fee.

UCN was certified to provide interexchange telecommunications services within Tennessee pursuant to authority granted in Docket No. 03-00244, under its former corporate name BUI, Inc. A name change was granted to UCN on January 18, 2005 in Docket NO. 04-00323. UCN was certified to provide competitive local exchange carrier services in Docket No. 05-00050 on July 12, 2005.

A corporate name change was approved by UCN's Board of Directors and became effective January 1, 2009. Thereafter, UCN notified its customers of the name change and filed paperwork with the Tennessee Secretary of State ("SoS") to amend its Certificate of Authority to transact business in Tennessee. The SoS approved the amendment on December 19, 2008. A copy of the Amended Certificate of Authority is attached hereto as Exhibit A for your records and reference.

The aforementioned name change will not in any way inconvenience or cause harm to the Company's customers, and Tennessee 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, UCN has included as Exhibit B a copy of the notice provided to customers to inform them of the name change. Also included as Exhibit C is a rider to the surety bond UCN has on file with the TRA.

MARASHLIAN & DONAHUE, LLC

TELEPHONE (703) 714-1300
FACSIMILE (703) 714-1300
EMAIL MAIL@COMMLAWGROUP.COM
WEB WWW.COMMLAWGROUP.COM

THE COMMLAW GROUP
1470 SPRING HILL ROAD
SUITE 401
FALLS CHURCH, VIRGINIA 22047

The Company respectfully requests TRA approval of its name change to inContact, Inc. d/b/a UCN.

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,

A handwritten signature in black ink, appearing to read 'Jonathan S. Marashlian', written over the printed name.

Jonathan S. Marashlian
Regulatory Counsel

Attachments

Exhibit A

Secretary of State
Division of Business Services
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, Tennessee 37243

DATE: 12/19/08
REQUEST NUMBER: 6419-0352
TELEPHONE CONTACT: (615) 741-2286
FILE DATE/TIME: 12/19/08 1331
EFFECTIVE DATE/TIME: 01/01/09 1630
CONTROL NUMBER: 0432182

TO:
THE COMMLAW GROUP
1483 CHAIN BRIDGE RD
SUITE 301
MCLEAN, VA 22101

RE:
INCONTACT, INC.
APPLICATION FOR AMENDED CERTIFICATE OF
AUTHORITY - FOR PROFIT

THIS WILL ACKNOWLEDGE THE FILING OF THE ATTACHED DOCUMENT WITH AN
EFFECTIVE DATE AS INDICATED ABOVE.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR
FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR AMENDED CERTIFICATE OF
AUTHORITY - FOR PROFIT

ON DATE: 12/19/08

FROM:
UCN
7730 S UNION PARK AV
#500
MIDVALE, UT 84047-0000

RECEIVED: FEES \$20.00 \$0.00
TOTAL PAYMENT RECEIVED: \$20.00

RECEIPT NUMBER: 00004506335
ACCOUNT NUMBER: 00451323



SS-4458

Riley C. Darnell

RILEY C. DARNELL
SECRETARY OF STATE

State of Tennessee



Department of State
Corporate Filings
312 Rosa L. Parks Avenue
6th Floor, William R. Snodgrass Tower
Nashville, TN 37243

FILED

For Office Use Only

APPLICATION FOR AMENDED
CERTIFICATE OF AUTHORITY
(FOR PROFIT)

SECRETARY OF STATE

6419.0352

Pursuant to the provisions of Section 48-25-104 of the Tennessee Business Corporation Act, the undersigned corporation hereby applies for an amended certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:

1. The name of the corporation is UCN, Inc.
If different, the name under which the certificate of authority is to be obtained is InContact, Inc.

2. The state or country under whose law it is incorporated is Delaware

3. The date of its incorporation is 3/15/1999 (must be month, day, and year), and the period of duration, if other than perpetual, is _____

4. The complete street address (including zip code) of its principal office is _____
7730 S. Union Park Avenue, Suite 500 Midvale Utah 84047
Street City State/Country Zip Code

5. The complete street address (including the county and the zip code) of its registered office in Tennessee is _____
1900 Church Street, Suite 400 Nashville TN 37203
Street City State/Country Zip Code
Registered agent National Registered Agents, Inc.

6. The names and complete business addresses (including zip code) of its current officers are: (Attach separate sheet if necessary.)
Theodore Stern, Chairman; Paul Jarman, CEO/Director; Rudolfo Vidal, Chief Customer Officer; Brian Moroney,
Chief Financial Officer; Scott Welch, Chief Information Officer; Kimm Partridge, Secretary;
7730 S. Union Park Avenue, Suite 500, Midvale, Utah 84047

7. The names and complete business addresses (including zip code) of its current board of directors are: (Attach separate sheet if necessary.)
Steven Barnett; Paul Koepppe; Blake Fisher
7730 S. Union Park Avenue, Suite 500, Midvale, Utah 84047

8. The corporation is a corporation for profit.

9. If the document is not to be effective upon filing by the Secretary of State, the delayed effective date/time is
January 1, 2009 (date) 7:00 am (time).

[NOTE: A delayed effective date shall not be later than the 90th day after the date this document is filed by the Secretary of State.]

[NOTE: This application must be accompanied by a certificate of existence or a document of similar import (for example, a certificate of good standing) duly authenticated by the Secretary of State or other official having custody of corporate records in the state or country under whose law it is incorporated. The certificate shall not bear a date of more than two (2) months prior to the date the application is successfully filed in Tennessee.]

11-13-08

Signature Date.

Secretary

Signer's Capacity

UCN, Inc. (InContact, Inc.)

Name of Corporation

KE Partridge

Signature

Kimm Partridge

Name (typed or printed)

#0432182

Secretary of State
Division of Business Services
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, Tennessee 37243

DATE: 12/19/08
REQUEST NUMBER: 6419-0350
TELEPHONE CONTACT: (615) 741-2286
FILE DATE/TIME: 12/19/08 1331
EFFECTIVE DATE/TIME:
CONTROL NUMBER: 0432182

TO:
THE COMMLAW GROUP
1483 CHAIN BRIDGE RD
SUITE 301
MCLEAN, VA 22101

RE:
UCN
APPLICATION FOR REGISTRATION OF ASSUMED CORPORATE
NAME

THIS WILL ACKNOWLEDGE THE FILING OF THE ATTACHED ASSUMED NAME
REGISTRATION FOR A FIVE YEAR PERIOD BEGINNING WITH AN EFFECTIVE DATE AS
INDICATED ABOVE.

THE CORPORATION MAY RENEW THE RIGHT TO USE THIS NAME WITHIN TWO
(2) MONTHS PRECEDING THE EXPIRATION OF SUCH RIGHT, FOR A PERIOD OF FIVE (5)
YEARS, BY FILING AN APPLICATION WITH THE SECRETARY OF STATE.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR
FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR REGISTRATION OF ASSUMED CORPORATE ON DATE: 12/19/08
NAME

FROM:
UCN
7730 S UNION PARK AV
#500
MIDVALE, UT 84047-0000

RECEIVED: FEES \$0.00
\$20.00
TOTAL PAYMENT RECEIVED: \$20.00

RECEIPT NUMBER: 00004506338
ACCOUNT NUMBER: 00451323



SS-4458

Riley C. Darnell

RILEY C. DARNELL
SECRETARY OF STATE

FILED

State of Tennessee



Department of State
Corporate Filings
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, TN 37243

APPLICATION FOR
REGISTRATION OF
ASSUMED CORPORATE
NAME

For Office Use Only

STATE

6419.0350

Pursuant to the provisions of Section 48-14-101(d) of the Tennessee Business Corporation Act or Section 48-54-101(d) of the Tennessee Nonprofit Corporation Act, the undersigned corporation hereby submits this application:

1. The true name of the corporation is InContact, Inc.
2. The state or country of incorporation is Delaware
3. The corporation intends to transact business in Tennessee under an assumed corporate name.
4. The assumed corporate name the corporation proposes to use is
UCN

[NOTE: The assumed corporate name must meet the requirements of Section 48-14-101 of the Tennessee Business Corporation Act or Section 48-54-101 of the Tennessee Nonprofit Corporation Act.]

11-13-08
Signature Date

inContact, Inc.
Name of Corporation

Secretary
Signer's Capacity

KE Partridge
Signature

Kimm Partridge
Name (typed or printed)

Exhibit B

CUSTOMER NOTICE

UCN recently changed its corporate name to inContact, Inc., d/b/a UCN. This corporate name change will have no impact on you.

Telecommunications services currently provided by UCN will continue to be provided under the UCN name.

Exhibit C

Rider to Surety Bond reflecting name change to inContact, Inc. has previously been filed with the TRA