

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

May 8, 2012

IN RE:)	DOCKET NO.
)	12-00024
PETITION FOR APPROVAL TO CHANGE)	
THE NAME OF UCN, INC. TO INCONTACT,)	Company ID:
INC. D/B/A UCN)	128142

ORDER GRANTING APPROVAL OF NAME CHANGE

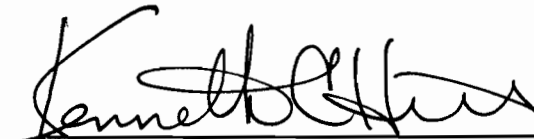
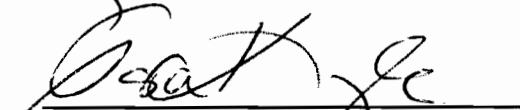
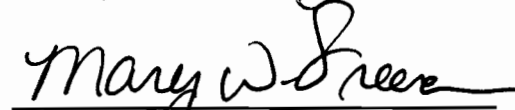
This matter came before the Tennessee Regulatory Authority (the "Authority") at a regularly scheduled Authority Conference held on April 23, 2012 to consider the request of UCN, Inc. ("UCN" or the "Company") for approval of a name change to inContact, Inc. d/b/a UCN.

The Company was granted authority to provide operator services and/or resell telecommunications services in Tennessee on March 14, 2000 in Docket No. 98-00313 under the name Buyers United International, Inc.¹ The Authority approved a name change to Buyers United, Inc. and authorized the use of the assumed names buyersonline and United Carrier Networks on April 24, 2003 in Docket No. 03-00244. A name change to UCN, Inc. was approved on November 8, 2004 in Docket No. 04-00323. UCN was granted a Certificate of Public Convenience and Necessity to provide facilities-based and resold competing local telecommunications services, including exchange access telecommunications services, on July 7, 2005 in Docket No. 05-00050. On March 27, 2012, the Company filed a request for approval to change the name under which it provides telecommunications services in Tennessee to inContact, Inc. d/b/a UCN.

¹ The Company's authority granted in Docket No. 98-00313 was revoked on March 26, 2002 for failure to provide a surety bond or irrevocable letter of credit, as required by Tenn. Code Ann. § 65-4-125(j), and was subsequently reinstated on December 2, 2002 in Docket No. 02-01103.

Based upon careful consideration of the record in this matter and upon a finding that the Company has satisfied the requirements of Tenn. Comp. R. & Regs. 1220-4-1-.08, the Directors voted unanimously to approve the name change.

IT IS SO ORDERED.


Kenneth C. Hill, Chairman
Sara Kyle, Director
Mary W. Freeman, Director