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VIA FEDERAL EXPRESS & EMAIL

Mr. Herbert Hilliard, Chairman
Tennessee Regulatory Authority
c/o Sharla Dillon, Dockets and Records Manager
502 Deaderick Street, 4th Floor
Nashville, TN 37243
sharla.dillon@tn.gov

DOCKET NO.
16-00071

Re: inContact, Inc. – Notice of Intent to Operate Pursuant to Market Regulation

Dear Chairman Hilliard:

inContact, Inc. ("inContact" or the "Company"), by counsel, hereby notifies the Tennessee Regulatory Authority ("TRA") of the Company's intent to operate pursuant to market regulation in accordance with T.C.A. Section 65-5-109.

inContact was granted authority to provide competing local telecommunications services, including exchange access services, pursuant to TRA Order issued on July 12, 2005 in Docket No. 05-00050.

inContact understands that it remains subject to, and will comply with, the jurisdictional requirements as set forth in T.C.A. Section 65-5-109 as applicable, including payment of inspection fees, contribution to funds administered by the TRA, and any other filing and reporting obligations.

Pursuant to the TRA's filing procedures, enclosed with this original letter are thirteen (13) copies, and an additional copy of this letter. Please date stamp the additional copy of this letter, and return it to the address listed on the provided self-addressed envelope. A copy of this letter has also been emailed to Sharla Dillon at sharla.dillon@tn.gov.

Please contact the undersigned should you have any questions regarding the contents of this letter.

Respectfully submitted,

Allison D. Rule
Counsel for inContact, Inc.