

April 11, 2014

**FILED**

**APR 18 2014**

Sent via FedEx Overnight

Data Center  
Missouri Public Service Commission  
200 Madison Street  
Suite 100  
Jefferson City, Missouri 65102-0360

**Missouri Public  
Service Commission**

**RE:   *inContact of Missouri, Inc.  
Application for Registration to Provide Interconnected Voice over Internet Protocol  
Service***

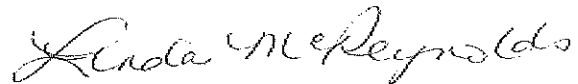
Dear Sir or Madam:

On behalf of inContact of Missouri, Inc. ("inContact"), I would like to submit the attached Application for registration to provide interconnected voice over Internet protocol services ("Application") in the state of Missouri. The Application includes a Certificate of Service and an Officer Affidavit confirming that inContact's service meets the criteria of interconnected voice over Internet protocol service as identified by § 386.020(23).

This Application has been served via first class mail to the General Counsel of the Missouri Public Service Commission and the Office of Public Counsel.

Enclosed please find an extra copy of this letter to be date-stamped and returned to me in the enclosed pre-addressed, postage prepaid envelope. If you have any questions or if I may provide you with additional information, please do not hesitate to contact me. Thank you.

Respectfully submitted,



Linda G. McReynolds  
*Counsel for inContact of Missouri, Inc.*

MARASHLIAN & DONAHUE, LLC

TELEPHONE: (703) 714-1300  
FACSIMILE: (703) 714-1330  
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THE COMMLAW GROUP  
1420 SPRING HILL ROAD  
SUITE 401  
MCLEAN, VIRGINIA 22102

FILED

APR 18 2014

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

Missouri Public  
Service Commission

In The Matter of the Application of )  
inContact of Missouri, Inc. for Registration )  
to Provide Interconnected Voice over )  
Internet Protocol Service )  
)  
)  
)

Case No. DA-20\_\_-\_\_\_\_

APPLICATION

COMES NOW inContact of Missouri, Inc. ("Applicant"), pursuant to §392.550 RSMo 2010 (Cum. Supp.), and for its application to the Missouri Public Service Commission ("Commission") states as follows:

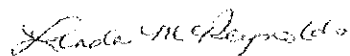
1. Applicant's legal name is inContact of Missouri, Inc. Applicant is a professional corporation organized under the laws of the state of Delaware. Applicant's street and mailing address, electronic mail address, fax and telephone number are:

7730 S. Union Park Avenue, Suite 500, Midvale, UT 84047  
E-Mail: [daniel.lloyd@incontact.com](mailto:daniel.lloyd@incontact.com)  
Fax: (866) 800-0007  
Tel. No.: (801) 715-5372

2. Applicant seeks registration to offer and provide interconnected voice over Internet protocol service.
3. Attached is an affidavit signed by an officer or general partner of Applicant, including the eight statements required by §392.550.3 RSMo, plus confirmation that Applicant's service meets the criteria of interconnected voice over Internet protocol service as defined by §386.020(23) ("Affidavit").

WHEREFORE, Applicant requests the Commission to issue an order granting Applicant a registration to offer and provide interconnected voice over Internet protocol service in the exchanges listed in the Affidavit.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Linda G. McReynolds".

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Linda G. McReynolds, MO Bar #49489  
Marashlian & Donahue, LLC  
1420 Spring Hill Road, Suite 401  
McLean, VA 22102  
Phone: (703) 714-1318  
Fax: (703) 714-1330  
E-mail: [lgm@commlawgroup.com](mailto:lgm@commlawgroup.com)

## AFFIDAVIT

I, Daniel Lloyd, a natural person, do hereby swear and affirm that I am an officer of inContact of Missouri, Inc. ("Applicant"), and that the following statements are true and correct to the best of my knowledge and belief:

(1) The location of the principal place of business and the names of the principal executive officers of Applicant:

Principal Place of Business:

7730 S. Union Park Avenue, Suite 500  
Midvale, UT 84047

Principal Executive Officers:

Paul Jarman, CEO  
Gregory S. Ayers, CFO  
Kimm Partridge, Assistant Corporate Secretary

(2) That Applicant will offer interconnected voice over Internet protocol service in every telephone exchange within Missouri;

(3) That Applicant is legally, financially, and technically qualified to provide interconnected voice over Internet protocol services;

(4) That Applicant is ready, willing, able, and will comply with all applicable state and federal laws and regulations imposed upon providers of interconnected voice over Internet protocol services;

(5) That Applicant will charge and collect from its end-user customers on interconnected voice over Internet protocol service, and remit to the appropriate authority, fees and surcharges in the same manner as are charged and collected upon end-user customers of local exchange telecommunications service and

remitted by local exchange telecommunications companies, including but not necessarily limited to:

- (a) Telecommunications programs under section 209.255, RSMo;
- (b) Missouri universal service fund under section 392.248;
- (c) Local enhanced 911;
- (d) Any applicable license tax;

(6) That Applicant will remit the annual assessment imposed by the Commission under section 386.370, RSMo;

(7) That Applicant will file, either directly or indirectly through an affiliated competitive local exchange carrier, with the Commission an annual report at a time and covering the yearly period fixed by the Commission;

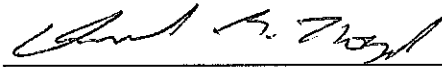
(8) That Applicant has established a process for handling inquiries from customers concerning billing issues, service issues, and other consumer-related complaints. Consumer complaints may be directed to: Applicant's Customer Care Department at (801) 320-3200 or via e-mail to CustomerCare-CustomerService-General@incontact.com; and,

(9) Applicant's interconnected voice over Internet protocol service meets the following criteria:

- (a) Enables real-time, two-way voice communications;
- (b) Requires a broadband connection from the user's location;
- (c) Requires Internet protocol-compatible customer premises equipment; and

- (d) Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.

This concludes my affidavit.



Daniel Lloyd  
Corporate Secretary

State of Utah

County of Salt Lake

Subscribed and sworn before me this 7<sup>th</sup> day of April, 2014.

  
Notary Public

Notary Seal:

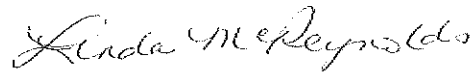


### CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document was delivered via first class mail on this 11<sup>th</sup> day of April, 2014, to the following parties:

General Counsel  
Missouri Public Service Commission  
PO Box 360  
Jefferson City, MO 65102

Office of Public Counsel  
PO Box 7800  
Jefferson City, MO 65102

A handwritten signature in cursive script that reads "Linda McReynolds".

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Linda G. McReynolds  
*Counsel for inContact, Inc.*