

FILED

July 23, 2012

JUL 24 2012

VIA OVERNIGHT MAIL

Secretary
Missouri Public Service Commission
200 Madison Avenue
Governor Office Building
Jefferson City, Missouri 65101

**Missouri Public
Service Commission**

**Re: Name Change Request of UCN, Inc. to inContact of Missouri,
Inc. d/b/a UCN**

Ladies and Gentlemen:

Pursuant to Missouri Public Service Commission Rules 4 CSR 240-2.060(5) and 4 CSR 240.3.545(19), UCN, Inc. respectfully requests that the Commission approve its name change from UCN, Inc. to inContact of Missouri.

Additionally, inContact of Missouri, Inc. is filing the following pages, to effectuate the adoption of the current tariffs of UCN, Inc.:

Missouri Local Tariff No. 3

Original Adoption Notice

2nd Revised Page 1 - Updated title page reflecting the new name and contact information

Missouri PSC Tariff No. 2:

Original Adoption Notice

1st Revised Page 1 - Updated title page reflecting the new name and contact information

As required by 4 CSR 240.2.0650(5), inContact of Missouri, Inc. provides the following information:

- (A) Old Name: UNC, Inc.
New Name inContact of Missouri, Inc., d/b/a UCN
- (B) Attached herein is a copy of the Amended Certificate of Authority from the Missouri Secretary of State evidencing this name change.

MARASHLIAN & DONAHUE, LLC


TELEPHONE (404) 214-1200
FACSIMILE (404) 214-1300
EMAIL: info@comm-lawgroup.com
WEB: www.comm-lawgroup.com

THE COMM-LAW GROUP
1470 SPRING HILL ROAD
SUITE 401
ROCKLAND, VIRGINIA 22131

- (C) As discussed above, adoption notices and revised tariff title sheets with an effective date of at least 30 days after the filing date are attached. There are no changes to the products, rates, terms or conditions of the tariffs, but merely the required adoption notice language under 4 CSR 240.3.545(19).

Please feel to contact me regarding any questions you may have concerning this filing, a copy of which is being provided to the Office of the Public Counsel.

Sincerely,


Linda McReynolds
Missouri Bar No. 49489

cc: Public Counsel, Missouri Office of the Public Counsel



State of Missouri

Robin Carnahan, Secretary of State

Corporations Division
P.O. Box 778 / 600 W. Main Street, Rm 322
Jefferson City, MO 65102

Application for an Amended Certificate of Authority for a Foreign Corporation

Submit with filing fee of \$25.00

The below corporation, relating to amending its certificate of authority of Foreign Corporation, does hereby state:

(1) Its name is: UCN, Inc.
and is incorporated in the State of: Delaware; and it
was qualified in the State of Missouri on April 7, 2003
month/day/year

(2) By appropriate corporate action on: October 13, 2008, the corporation:
month/day/year

(1) Changed its corporate name to: inContact, Inc.
Name it will use in Missouri if new name not available: inContact of Missouri, Inc.

(2) Changed its period of duration to: _____

(3) Changed the state or country of its incorporation to: _____

(3) There is attached hereto a Certificate of the Secretary of State of the State of Delaware
relating to the amendment(s), set forth in item 2 above and showing that the Corporation is in existence and in good
standing in said State.

(4) The effective date of this document is the date it is filed by the Secretary of State of Missouri, unless you indicate
a future date, as follows: January 1, 2009

(Date may not be more than 90 days after the filing date in this office)

In Affirmation thereof, the facts stated above are true and correct:

(The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.040,
RSMo)

KE Partridge
Authorized Signature

Kimm Partridge
Printed Name

Secretary
Title

11/13/08
month/day/year

Attached is an original current certificate attesting to the change, duly authenticated by the secretary of state or other official hav-
ing custody of corporate records in the state or country of incorporation.

Name and address to return filed document:

Name: Jonathan S. Marashlian, Helein & Marashlian
Address: 1465 Chain Bridge Road, Suite 301
City, State, and Zip Code: McLean, Virginia 22101

State of Missouri
Amend/Restate - Gen Bus 3 Page(s)



T0835416684

STATE OF DELAWARE
CERTIFICATE OF AMENDMENT OF
CERTIFICATE OF INCORPORATION OF UCN, INC.

UCN, Inc., a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware does hereby certify:

FIRST: That by unanimous written consent of the Board of Directors of UCN, Inc., dated August 21, 2008 and executed in accordance with Section 141(f) of the General Corporation Law of the State of Delaware, resolutions were duly adopted setting forth a proposed amendment of the Certificate of Incorporation of said corporation, declaring said amendment to be advisable and calling a meeting of the stockholders of said corporation for consideration thereof. The resolution setting forth the proposed amendment is as follows:

RESOLVED: that the following proposed amendment (the "Amendment") to the Certificate of Incorporation of the Corporation is hereby adopted and approved:

Article I of the Certificate of Incorporation be amended by deleting all of Article I and inserting the following provision in lieu thereof:

ARTICLE I
NAME

The name of the Corporation is inContact, Inc.

SECOND: That thereafter, pursuant to resolution of its Board of Directors, a special meeting of the stockholders of said corporation was duly called and held upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware at which meeting the necessary number of shares as required by statute were voted in favor of the amendment.

THIRD: That said amendment was duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware.

FOURTH: That said amendment shall be effective at 12:01 am, Eastern time on January 1, 2009.

IN WITNESS WHEREOF, said corporation has caused this certificate to be signed the 13 day of October 2008.

By: _____

Paul Jarman, CEO





State of Missouri

Robin Carnahan, Secretary of State

Corporations Division
P.O. Box 778 / 600 W. Main Street, Rm 322
Jefferson City, MO 65102

Registration of Fictitious Name

(Submit with filing fee of \$7)
(Must be typed or printed)

This information is for the use of the public and gives no protection to the name being registered. There is no provision in this Chapter to keep another person or business entity from adopting and using the same name. The fictitious name registration expires 5 years from the filing date. (Chapter 417, RSMo)

The undersigned is doing business under the following name, and at the following address:

Business name to be registered: UCN
Business Address: 7730 S. Union Park Avenue, Suite 500
(P.O. Box may only be used in addition to a physical street address)
City, State and Zip Code: Midvale, UT 84047

The parties having an interest in the business, and the percentage they own are (If a business entity is owner, indicate business name and percentage owned. If all parties are jointly and severally liable, percentage of ownership need not be listed.):

Name of Owners, Individual or Business Entity	Street and Number	City and State	Zip Code	If listed, Percentage of ownership must equal 100%
InContact of <u>Missouri, Inc.</u>	<u>7730 S. Union Park Ave. 500</u>	<u>Midvale, UT</u>	<u>84047</u>	

In Affirmation thereof, the facts stated above are true and correct :

(The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.060 RSMo)

<u>KE Partridge</u> Authorized Signature	<u>Kimm Partridge, Secretary</u> Printed Name	<u>11/13/08</u> Date
 Authorized Signature	 Printed Name	 Date
 Authorized Signature	 Printed Name	 Date

Name and address to return filed document:

Name: Jonathan S. Marashlian, Helein & Marashlian
Address: 1483 Chain Bridge Road, Suite 301
City, State, and Zip Code: McLean, VA 22101

State of Missouri
Fictitious Creation 1 Page(s)



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