

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of a Name Change from UCN, Inc.  
to inContact of Missouri, Inc. d/b/a UCN

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**File No. XN-2013-0028**  
YX-2013-0053

**ORDER RECOGNIZING NAME CHANGE AND APPROVING TARIFF**

Issue Date: August 13, 2012

Effective Date: August 23, 2012

On July 24, 2012, UCN, Inc. requested that the Missouri Public Service Commission recognize a name change from UCN, Inc. to inContact of Missouri, Inc. d/b/a UCN. UCN, Inc. has also filed an adoption notice and a revised tariff title page effective August 23, 2012. Substitute tariff sheets were filed on August 7, 2012.

The Staff of the Missouri Public Service Commission filed a verified recommendation on August 10, 2012. Staff recommends that the Commission recognize the new name. Staff states that the Company's application complies with the filing requirements in Rule 4 CSR 240-2.060, no entities intervened to oppose the name change, the Company is not delinquent in any required filings with the Commission, and the filed tariff adoption notices are compliant with Commission rules.

The Commission has reviewed the application and Staff's recommendation. The Commission finds that the name change shall be recognized and the revised tariff sheets shall be approved.

**THE COMMISSION ORDERS THAT:**

1. The Commission recognizes the name change UCN, Inc. to inContact of Missouri, Inc. d/b/a UCN.

2. Tariff No. YX-2013-0053 filed on July 24, 2012, and substituted on August 7, 2012, is approved for service on and after August 23, 2012. The tariff sheets approved are:

**Missouri PSC Tariff No. 2**

Original Adoption Notice  
2<sup>nd</sup> Revised Title Page, canceling 1<sup>st</sup> Revised Title Page No. 1

3. This order shall become effective on August 23, 2012.
4. This case may be closed on August 24, 2012.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Michael Bushmann, Regulatory Law  
Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 13<sup>th</sup> day of August, 2012.