

FILED

FEB 17 2010

UCN, Inc.

Missouri Public  
Service Commission

Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission. Do not abbreviate; yet include any Commission approved d/b/a or fictitious name, if applicable.)

**COMPETITIVE TELECOMMUNICATIONS CARRIER  
OR VOIP PROVIDER**

**ANNUAL REPORT  
TO THE  
MISSOURI PUBLIC SERVICE COMMISSION**

For the Calendar Year of  
January 1 - December 31, 2009

Please select how the company is certificated or registered with the Commission under the Company Name as shown above (check all that apply):

- ☐ Competitively Classified Incumbent Local Exchange Telecommunications Carrier (ILEC)
- ☒ Competitive Local Exchange Telecommunications Carrier (CLEC)
- ☒ Competitive Interexchange Telecommunications Carrier (IXC)
- ☐ Interconnected Voice over Internet Protocol Service Provider (VoIP)\*

Please choose one of the following filing options to indicate the security level of the filing:

- ☒ **Public submission** (NOT Proprietary or Highly Confidential)
- ☐ **Non-Public submission (Highly Confidential or Proprietary filing)**  
(For this filing to be considered highly confidential or proprietary, additional submission of materials is required pursuant to Commission rule 4 CSR 240-3.540 and Section 392.210, RSMo, as found in the instructions inside this form.)

\*VoIP Providers are required to submit a Proprietary and Public Version regarding customer line counts pursuant to H.B. 1779 and Section 392.550 RSMo. See Instructions Page 1 for details.

**1. State in full the company's information below:**

<u>7730 S. Union Park Avenue, Suite 500</u>			<u>(866) 541-0000</u>
Company Street Address			Telephone Number
<u>7730 S. Union Park Avenue, Suite 500</u>			<u>(866) 800-0007</u>
Company Mailing Address			Fax Number
<u>Midvale</u>	<u>UT</u>	<u>84047</u>	<u>kimm.partridge@incontact.com</u>
City	State	Zip	E-Mail Address

**2. Missouri Commission Authorization**

(A.) Identify the most recent case number(s) and the effective date(s) of any Commission orders authorizing the company to provide telecommunications and/or VoIP services. Include cases in which the Missouri Public Service Commission approved a company name change. Explanation should explain Commission action (e.g., "Granted certificate to provide basic local telecommunications services" or "Approved name change from Company A to Company B").

Case Number	Effective Date	Explanation
CA-2005-0131	2/7/2005	Granted certificate to provide local telecommunications services
XN-2005-0072	10/22/2004	Granted certificate to provide IXC telecommunications services

(B.) If the company is an incumbent local telecommunications company with status as a competitive company, identify the case number and effective date of the Commission Order granting competitive classification:

Case No.: Not Applicable

Date: \_\_\_\_\_

**3. This company is currently a (check appropriate box):**

- ☒ Corporation
 ☐ Sole Proprietorship
 ☐ LP  
☐ Partnership
 ☐ LLC
 ☒ Other - Explain

**4. Annual Report Contact Information:** State in full the name, address, telephone number, and e-mail address of the company personnel or third-party preparer completing this Annual Report:

<u>Meghan Ruwet</u>			<u>(303) 663-0102</u>
Name			Telephone Number
<u>3600 Sawgrass Trail</u>			<u>(303) 663-0084</u>
Street Address			Fax Number
<u>3600 Sawgrass Trail</u>			<u>mtr@commlawgroup.com</u>
Mailing Address			E-mail Address
<u>Castle Rock</u>	<u>CO</u>	<u>80109</u>	
City	State	Zip	

**5. Consumer Complaint Contact Information:** Please provide company contact information in the event a complaint is received from a company subscriber.

Name: Kimm Partridge  
 Telephone Number: (866) 541-0000  
 E-mail Address: kimm.partridge@incontact.com

(See Instructions Pages 6 - 7 for more information to complete this page.)

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for the calendar year of January 1 - December 31, 2009

6. Please provide the current name, address, telephone number and e-mail address for the regulatory contact person in the company. This information should be the same as shown in the Electronic Filing and Information System (EFIS), required by 4 CSR 240-3.545 (22) for telecommunications companies.

Name	<u>Kimm Partridge</u>	Telephone Number	<u>(866) 541-0000</u>
Street Address	<u>7730 S. Union Park Avenue, Suite 500</u>	Fax Number	<u>(866) 800-0007</u>
Mailing Address	<u>7730 S. Union Park Avenue, Suite 500</u>	E-mail Address	<u>kimm.partridge@incontact.com</u>
City	<u>Midvale</u>	State	<u>UT</u>
		Zip	<u>84047</u>

7. Identify the principal or general officers of the company at the end of the year. Please include an additional sheet, if enough space is not provided on this page, to completely provide the requested information.

<u>Title of General Officer</u>	<u>Name of Person Holding Office</u>
<u>Chief Executive Officer</u>	<u>Paul Jarman</u>
<u>Chief Financial Officer</u>	<u>Gregory S. Ayers</u>
<u>Corporate Secretary</u>	<u>Kimm Partridge</u>
<u>Chief Information Officer</u>	<u>Scott Welch</u>

8. Please provide a list of all mergers, consolidations, and reorganizations involving the registered or certificated company and completed during the last year.

None

(See Instructions Page 7 for more information to complete this page. )

## 9. Please provide the following information concerning the company's revenues for this calendar year:

Row	Revenues:	MO Jurisdictional	Total Company <sup>1</sup>
1.	<b>Local Service Revenues</b> includes revenues attributed to local telecommunications services, extended area service, secondary features such as call forwarding, caller ID, local operator services, directory-related services, etc. and for VoIP service.	\$ -	\$ -
2.	<b>Interexchange Revenues</b> includes revenues attributed to interexchange telecommunications services such as toll services, 800 services, interexchange operator services and interexchange VoIP services.	\$ 84,564.86	\$ 8,882,181.76
3.	<b>Non-Switched Telecommunications Service Revenues</b> includes revenues attributed to retail local and interexchange private line services (but not special access or private line services provided to other telecommunications carriers).	\$ -	\$ -
4.	<b>Bundled or Packaged Revenues</b> includes any revenues whereby the company is providing voice services in combination with multiple services whereby revenue can not be easily attributed to local, interexchange or non-switched categories. If such bundles includes Internet, video or some non-regulated service then the company's revenue shall be based on the company's rate offer for solely voice services. The excess revenue associated with the bundled service which is over the amount related to revenue associated with voice only service shall be recorded in the Total Company column. If voice service is only offered as part of a bundled service, the company shall identify all revenue associated with the bundle of services in the Missouri Jurisdictional column.	\$ -	\$ -
5.	<b>Retail Uncollectible Revenues</b> from telecommunications revenues. (This amount is generally a negative number.)	\$ (2,959.77)	\$ (310,876.36)
6.	<b>RETAIL SUBTOTAL</b> (This amount should equal the total of Rows 1 - 5 above.)	\$ 81,605.09	\$ 8,571,305.40
7.	<b>Wholesale Revenues</b> includes intrastate switched, private line, and special access service revenues, carrier billing and collection revenues, and any other revenues derived from other telecommunications carriers.	\$ 1,970.18	\$ 738,665.82
8.	<b>Miscellaneous Revenues</b> includes directory revenues, rent revenues, corporate operations revenues, special billing arrangements, customer operations, plant operations, other incidental regulated revenues, and other revenue settlements.	\$ -	\$ -
9.	<b>Other Uncollectible Revenues</b> from other revenues. (This amount is generally a negative number.)	\$ (68.96)	\$ (25,853.30)
10.	<b>High-Cost Federal USF Revenues</b> includes all revenues received as support from the Universal Service Fund for the High-Cost program.	N/A	\$ -
11.	<b>Other Federal USF Revenues</b> includes all revenues received as support from the Universal Service Fund for the following programs: Low Income, Schools and Libraries, and Rural Health.	N/A	\$ -
12.	<b>State USF Revenues</b> includes all revenues received as support from the Universal Service Fund.	\$ 331.71	\$ -
13.	<b>TOTAL</b> (This amount should equal the total of Rows 6 - 12 above.)	\$ 83,838.02	\$ 9,284,117.91

Total MO Jurisdictional Revenues (Row 13) should match revenues reported for PSC assessment purposes as reported by the company in its Statement of Revenue form.

	MO Jurisdictional
14. <b>Net Jurisdictional Revenues</b> used for MoUSF assessment purposes. (This amount should equal the Retail Subtotal (Row 6) above.)	\$ 81,605.09

## For additional definitions see:

"Telecommunications Service" as defined by Missouri Revised Statutes Section 386.020(54).

"Interconnected voice over internet protocol service" as defined by Section 386.020(23) RSMo.

FCC Part 32-Uniform System of Accounts for Telecommunications Companies.

<sup>1</sup> List total regulated (including interconnected VoIP revenue) and, if applicable, non-regulated revenue for company name as listed at the top of this page. Do not include revenues for any company NOT listed at the top of the page.

**10. Low Income and Disabled Universal Service Fund Subscriber Quantities**

**Do you offer basic local telecommunications service or IVoIP service as listed under 386.020 RSMo.?**

☐ Yes

☒ No

If yes, please quantify the number of low income and disabled subscribers as reported to USAC (federal support, Form 497) and to the Missouri Universal Service Fund administrator for the past calendar year. (Insert "0"s if you do not have such subscribers.)

<b>Month</b>	<b>Number of Missouri Low Income Subscribers</b>	<b>Number of Missouri Disabled Subscribers</b>
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
<b>TOTAL:</b>	0	0

(See Instructions Page 7 for more information to complete this page. )



12.

**Exchange Access Lines Provided to BUSINESS Customers**

Exchange Access Lines Provided to <u>Business</u> Customers					
	Section A: Local Voice Service & Interconnected VoIP Service			Section B: Other	Section C: ISP
	Full Facility	Partial Facility	Resale	IVoIP to Non-Certificated Carriers	Internet Service Provider
Exchange					
NONE					

Completion of Page 5(b) required only for companies providing local voice services as listed under 392.245.5(3) RSMo. or IVoIP service as listed under 386.020 RSMo.

VoIP providers must submit this page as proprietary (P); see Instructions Page 1 for submission requirements

(See Instructions Pages 7 - 9 for more information to complete this page.)

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2009

**Relay Missouri Annual Billing, Collections and Retention**

Do you offer basic local telecommunications service or IVoIP service as listed under 386.020  
Mo.?

<input type="checkbox"/>
<input checked="" type="checkbox"/>

Yes

No

If Yes, complete the following:

Month	Relay Missouri Revenue Collected	Relay Missouri Retention Amount	Relay Missouri Revenue Remitted to Commission
January			
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total	\$ -	\$ -	\$ -

Please indicate the per line value of the Relay Missouri Surcharge you charge your customers each month.

\$ 0.00

If your firm did not impose the Relay Missouri Surcharge, please explain:

UCN currently provides only resold long distance service.

(See Instructions Page 7 for more information to complete this page. )



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**VERIFICATION**

The foregoing report must be verified by the oath of the President, Treasurer, General Manager or Receiver of the company. The oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

**OATH**

I, \_\_\_\_\_, State of Utah }

ss: }

County of Salt Lake }

Kimm Partridge  
Name of Affiant (Company Official/Representative)

makes oath and says that

he is Corporate Secretary  
Official Title of the Affiant (Company Official/Representative)

UCN, Inc.  
Exact Legal Title or Name of the Respondent (Certificated Company Name)

is located at 7730 South Union Park Avenue, Suite 500, Midvale, UT 84047  
Address and Telephone Number of the Affiant (Company Official/Representative)

I, s/he has examined the foregoing report; that to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent.

from January 1, 2009, to and including December 31, 2009  
Year Month/Day Year



Kimm Partridge

Signature of Affiant (Company Official/Representative)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,

this 9th

day of February, 2010

My Commission expires

May 19, 2013

Michelle S. Mills

Signature of Notary Public

Missouri Revised Statutes § 392.210 or § 393.140

(See Instructions Pages 9 for more information to complete this page. )