

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

In the Matter of a Name Change from UCN, Inc. )	<b><u>File No. CN-2013-0027</u></b>
to inContact of Missouri, Inc. d/b/a UCN )	YC-2013-0052

In the Matter of a Name Change from UCN, Inc. )	<b><u>File No. XN-2013-0028</u></b>
to inContact of Missouri, Inc. d/b/a UCN )	YX-2013-0053

**STAFF RECOMMENDATION**

**COMES NOW** the Staff of the Missouri Public Service Commission ("Staff") and for its Recommendation states:

1. On July 24, 2012, UCN, Inc. requested that the Missouri Public Service Commission ("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.

2. Rule 4 CSR 240-2.060 establishes filing requirements for certificated company name changes; as noted in the attached Staff Memorandum; the Company has complied with the rule, including the customer notice provisions. No entities intervened to oppose the name change. The Company is not delinquent in any required filings with the Commission. The filed revised tariff sheets are compliant with Commission rules.

**WHEREFORE**, the Staff recommends that the Commission issue an Order Recognizing the Name Change, acknowledging the name under which the Company does business as inContact of Missouri, Inc. d/b/a UCN, and either approve the revised tariff sheets under the above-noted tracking numbers or allow them to take effect by operation of law.

Respectfully submitted,



Colleen M. Dale  
Senior Counsel  
Missouri Bar No. 31624  
Attorney for the Staff of the  
Missouri Public Service Commission  
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**CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 10<sup>th</sup> day of August, 2012.



## Memorandum

To: Missouri Public Service Commission Official Case File  
Case No. CN-2013-0027  
Tariff No. YC-2013-0052  
Date: 8-7-12

From: Kari Salsman  
Telecommunications Unit

William Voight 8-7-12  
Tariff, Safety, Economic and Engineering Analysis/Date

**Subject: Staff Recommendation for Approval of Name Change**

Existing Name of Company: UNC, Inc.  
Proposed Name of Company: inContact of Missouri, Inc., d/b/a UCN

**The Telecommunications Department Staff (Staff) recommends the Commission approve the change of name and tariff sheet(s) for Mo PSC No. 3 effective 8-23-12.**

### Review Items

#### Administrative:

- ☒ No applications to intervene filed.
- ☒ Evidence of registration of the name change with the Missouri Secretary of State has been submitted.

- ☐ Customers have been notified. (4 CSR 240-3.545(20))
- ☐ Customers will be notified at or before the next billing cycle of any name change. (4 CSR 240-3.545(20))
- ☒ Other - Company dropping "Inc." from d/b/a. No customer notice necessary.

#### Tariff:

- ☒ Adoption Notice
- ☒ Revised Title Page (see tariff review section below)
- ☐ New Tariff (see tariff review section below)

#### Tariff review items (as applicable):

- ☒ Not Applicable – New tariff was not submitted.
- ☐ Properly formatted: (Company name, PSC MO No., Page #, Page revision #, proposed effective date)
- ☐ Identifies competitive classification.
- ☐ Identifies waivers granted.

- ☐ Customer specific pricing, if proposed, limited for private line, special access or Centrex-like services or to business customers in exchanges where the incumbent local exchange company has had its business services declared competitive pursuant to Section 392.245. (392.200(8)).
- ☐ Proposed rates do not establish geographic deaveraged rates (if not checked, explain in attachment). (392.200(4)).
- ☐ If an alternative operator service provider (receives more than 40% of revenues from traffic aggregators) operator service rates do not exceed: Person-to-Person (\$10.00), Station-to-Station/card (\$5.50). (392.515(1))

**Tariff review items (as applicable, only for CLECs):**

- ☐ Tariff clearly indicates areas offering local service area  
(\_\_\_\_AT&T Missouri, \_\_\_\_CenturyTel, \_\_\_\_ Sprint, \_\_\_\_ Spectra, \_\_\_\_ Other)
- ☐ Tariff offers local service as a separate and distinct service.
- ☐ Switched access service rates capped at ILEC's rates.

**Are there additional recommendations or special considerations?**

☒ No

☐ Yes

☒ The Company is not delinquent in filing an annual report, paying the PSC assessment , MoUSF, and Relay Missouri..

☐ The Company is delinquent. Staff recommends the Commission grant the requested relief/action on the condition the applicant corrects the delinquency. The applicant should be instructed to make the appropriate filing in this case after it has corrected the delinquency.

(☐ No annual report ☐ Unpaid PSC assessment ☐ Unpaid MoUSF

☐ Unpaid Relay Missouri. Amount owed:     )

Under penalty of perjury, I affirm that the above statement is true and correct.

  
KARI SALSMAN

## Memorandum

To: Missouri Public Service Commission Official Case File  
Case No. XN-2013-0028  
Tariff No. YX-2013-0053  
Date: 8-7-12

From: Kari Salsman  
Telecommunications Unit

William Voight 8-7-12  
Tariff, Safety, Economic and Engineering Analysis/Date

**Subject: Staff Recommendation for Approval of Name Change**

Existing Name of Company: UNC, Inc.  
Proposed Name of Company: inContact of Missouri, Inc., d/b/a UCN

**The Telecommunications Department Staff (Staff) recommends the Commission approve the change of name and tariff sheet(s) for Mo PSC No. 2 effective 8-23-12.**

### Review Items

#### Administrative:

- ☒ No applications to intervene filed.
- ☒ Evidence of registration of the name change with the Missouri Secretary of State has been submitted.

- ☐ Customers have been notified. (4 CSR 240-3.545(20))
- ☐ Customers will be notified at or before the next billing cycle of any name change. (4 CSR 240-3.545(20))
- ☒ Other - Company dropping "Inc." from d/b/a. No customer notice necessary.

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- ☐ Identifies competitive classification.
- ☐ Identifies waivers granted.

- ☐ Customer specific pricing, if proposed, limited for private line, special access or Centrex-like services or to business customers in exchanges where the incumbent local exchange company has had its business services declared competitive pursuant to Section 392.245. (392.200(8)).
- ☐ Proposed rates do not establish geographic deaveraged rates (if not checked, explain in attachment). (392.200(4)).
- ☐ If an alternative operator service provider (receives more than 40% of revenues from traffic aggregators) operator service rates do not exceed: Person-to-Person (\$10.00), Station-to-Station/card (\$5.50). (392.515(1))

**Tariff review items (as applicable, only for CLECs):**

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(\_\_\_\_AT&T Missouri, \_\_\_\_CenturyTel, \_\_\_\_ Sprint, \_\_\_\_ Spectra, \_\_\_\_ Other)
- ☐ Tariff offers local service as a separate and distinct service.
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☐ Unpaid Relay Missouri. Amount owed:     )

Under penalty of perjury, I affirm that the above statement is true and correct.

  
KARI SALSMAN