

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

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In the Matter of the Name Change of UCN,  
Inc. to inContact, Inc.

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DOCKET NO. 12-2442-01  
ORDER APPROVING NAME CHANGE

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ISSUED: September 4, 2012

By The Commission:

On February 4, 2005 in Docket No. 04-2442-01, the Commission granted UNC, Inc. a certificate of public convenience and necessity (“CPCN” or “CPCN 04-2442-01”). See Report and Order, issued February 4, 2005. The CPCN allows UNC, Inc. “to provide public telecommunication services within the State of Utah, excluding those local exchanges of less than 5,000 access lines if incumbent telephone corporations [has] fewer than 30,000 access lines in the state.” Id., Exhibit A, at 1. The CPCN further obligates UNC, Inc. to comply with the provisions contained in Exhibit B attached to the order, including a reporting requirement. See Report and Order at 4.

On July 31, 2012, UNC, Inc. filed a notice to change its name to inContact, Inc. According to the filing, “[this] name change will not in any way inconvenience or cause harm to the Company’s customers, and Utah customers will continue to be provided high-quality, affordable telecommunications services by the Company under the name inContact, Inc.” Name Change Request, filed July 31, 2012.

On August 29, 2012, the Division of Public Utilities filed a memo recommending the Commission acknowledge the name change and make any other necessary changes. See Division Memo, dated August 28, 2012. The Division notes the name change will not impact any Utah customers. See id.

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Based on the foregoing, IT IS HEREBY ORDERED that the name change from UCN, Inc. to inContact, Inc. is approved. Additionally, CPCN 04-2442-01, previously issued to UCN, Inc. is hereby changed to inContact, Inc.

DATED at Salt Lake City, Utah, this 4<sup>th</sup> day of September, 2012.

/s/ Melanie A. Reif  
Administrative Law Judge

Approved and confirmed this 4<sup>th</sup> day of September, 2012, as the Order Approving Name Change of the Public Service Commission of Utah.

/s/ Ted Boyer, Chairman

/s/ Ric Campbell, Commissioner

/s/ Ron Allen, Commissioner

Attest:

/s/ Gary L. Widerburg  
Commission Secretary  
D#233353

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on the 4<sup>th</sup> day of September, 2012, a true and correct copy of the foregoing was served upon the following as indicated below:

By Electronic Mail:

Jonathan S. Marashlian ([mail@commlawgroup.com](mailto:mail@commlawgroup.com))  
Marashlian & Donahue, LLC

Patricia Schmid ([pschmid@utah.gov](mailto:pschmid@utah.gov))  
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Utah Attorneys General

By Hand-Delivery:

Division of Public Utilities  
160 East 300 South, 4<sup>th</sup> Floor  
Salt Lake City, Utah 84111

Office of Consumer Services  
160 East 300 South, 2<sup>nd</sup> Floor  
Salt Lake City, Utah 84111

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Administrative Assistant