

April 6, 2011

South Dakota Public Utilities Commission  
State Capitol  
500 East Capitol Street  
Pierre, South Dakota 57501

**Re: UCN, Inc.  
Informational Filing  
Name Change to inContact, Inc. d/b/a UCN**

Ladies and Gentlemen:

UCN, Inc. ("UCN" or the "Company"), respectfully submits this informational filing to notify the South Dakota Public Service Commission ("Commission") of the Company's name change to inContact, Inc. d/b/a UCN ("inContact"). A copy of the Amended Certificate of Authority issued by the South Dakota Secretary of State is attached hereto for your records and reference.

UCN was certified to provide interexchange telecommunications services within South Dakota pursuant to Docket No. TC02-163, on November 22, 2002, under its former corporate name BUI, Inc. A name change was granted to UCN on October 25, 2004. UCN was certified to provide competitive local exchange services in Docket No. TC05-051 on May 10, 2005.

Should any questions arise regarding this matter, kindly contact the undersigned at (703) 714-1309 or via email at [smr@commlawgroup.com](mailto:smr@commlawgroup.com).

Respectfully submitted,



Suzanne Rafalko  
Legal Assistant

HELEIN & MARASHLIAN, LLC

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# State of South Dakota



## OFFICE OF THE SECRETARY OF STATE

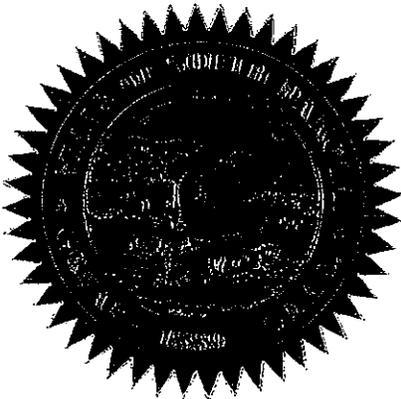
### Amended Certificate of Authority

ORGANIZATIONAL ID #: FB026551

I, **Chris Nelson**, Secretary of State of the State of South Dakota, hereby certify that duplicate of the Application for an Amended Certificate of Authority of **UCN, INC. changing its name to: INCONTACT, INC. (DE)** to transact business in this state duly signed and verified pursuant to the provisions of the South Dakota Corporation Acts, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this Amended Certificate of Authority and attach hereto a duplicate of the application to transact business in this state.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this April 6, 2009.



*Chris Nelson*  
Chris Nelson  
Secretary of State

Amended Certificate of Authority Merge