BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE PETITION OF)
UCN, INC. TO AMEND ITS CERTIFICATE) CASE NO. BUY-T-05-01
OF PUBLIC CONVENIENCE AND)
NECESSITY NO. 444 TO REFLECT ITS)
NAME CHANGE TO INCONTACT, INC.) ORDER NO. 30843
DBA UCN)
_____)

On April 20, 2005, the Commission issued Order No. 29761 granting UCN, Inc. a Certificate of Public Convenience and Necessity to provide local exchange and interexchange services within the State of Idaho. In April 2005, Certificate No. 444 was issued to UCN.

On May 13, 2009, UCN notified the Commission that it had changed the name under which it does business from UCN, Inc. to inContact, Inc. dba UCN. UCN provided an updated price list reflecting the new business name, a Certificate of Amendment from the State of Delaware, and an Amended Certificate of Authority and Assumed Business Name from the Idaho Secretary of State. The Company states that its Idaho customers have been provided at least 30 days notice of the name change to inContact, Inc. by billing insert.

Based on our review of the Application, we find that it is reasonable to amend Certificate of Public Convenience and Necessity No. 444 to reflect the change from UCN, Inc. to inContact, Inc. dba UCN.

ORDER

IT IS HEREBY ORDERED that Certificate of Public Convenience and Necessity No. 444 be amended to reflect the name change from UCN, Inc. to inContact, Inc. dba UCN.

THIS IS A FINAL ORDER. Any person interested in this Order may petition for reconsideration within twenty-one (21) days of the service date of this Order with regard to any matter decided in this Order in Case No. BUY-T-05-01. Within seven (7) days after any person has petitioned for reconsideration, any other person may cross-petition for reconsideration. See *Idaho Code* §§ 61-626 and 62-619.
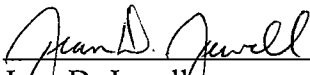
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 16TH day of June 2009.

JIM D. KEMPTON, PRESIDENT

MARSHA H. SMITH, COMMISSIONER

MACK A. REDFORD, COMMISSIONER

ATTEST:

Jean D. Jewell
Commission Secretary

bls/O:BUY-T-05-01_ws