

15
12-2178 - TP-ACN

July 26, 2012

Via Overnight Courier

Docketing Division
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

PUCO

RECEIVED-DOCKETING DIV
2012 JUL 27 AM 10:20

**Re: *In the Matter of the Application of UCN, Inc.
For Approval of Change in Operations – Name Change***


Ladies and Gentlemen:

On behalf of UCN, Inc. ("UCN"), transmitted herewith is an original plus seven (7) copies of its Application For Approval of Change in Operations – Name Change.

An additional copy of this filing is also enclosed, to be date-stamped and returned in the postage-prepaid envelop provided.

Should there be any questions regarding this filing, kindly contact the undersigned.

Respectfully submitted,



Jonathan S. Marashlian
Regulatory Counsel

Enclosures

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician Ann Date Processed 7/27/12

MARASHLIAN & DONAHUE, LLC

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THE COMMLAW GROUP
1420 SPRING HILL ROAD
SUITE 401
MCLEAN, VIRGINIA 22102

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS FILING FORM

(Effective: 01/20/2011)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in any way.

In the Matter of the Application of inContact of Ohio, Inc.)
to change name)

TRF Docket No. 90-

Case No. 12-2178-TP-ACN

NOTE: Unless you have reserved a Case #, leave the "Case No" fields
BLANK.

Name of Registrant(s) inContact of Ohio, Inc.

DBA(s) of Registrant(s) UCN

Address of Registrant(s) 7730 S. Union Park Avenue, Suite 500, Midvale Utah 84047

Company Web Address www.incontact.com

Regulatory Contact Person(s) Jonathan Marashlian

Phone 703-714-1313

Fax 703-714-1330

Regulatory Contact Person's Email Address jsm@commlawgroup.com

Contact Person for Annual Report Meghan Ruwet

Phone 703-714-1303

Address (if different from above) 1420 Spring Hill Road, Suite 401, McLean Virginia 22102

Consumer Contact Information Kimm Partridge

Phone 866-541-0000

Address (if different from above) _____

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

Notes:

Section I and II are Pursuant to Chapter 4901:1-6 OAC.

Section III – Carrier to Carrier is Pursuant to 4901:1-7 OAC, and Wireless is Pursuant to 4901:1-6-24 OAC.

Section IV – Attestation.

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

All Filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits.

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section I – Part I - Common Filings

Carrier Type <input type="checkbox"/> Other (explain below)	<input type="checkbox"/> For Profit ILEC	<input type="checkbox"/> Not For Profit ILEC	<input type="checkbox"/> CLEC
Change terms & conditions of existing BLES	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)
Revisions to BLES Cap.	<input type="checkbox"/> ZTA <u>1-6-14(F)</u> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> TRF <u>1-6-14(F)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(F)(4)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(G)</u> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> BLS <u>1-6-14(C)(1)(c)</u> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> TRF <u>1-6-08(G)</u> (0 day)
BLES withdrawal			<input type="checkbox"/> ZTA <u>1-6-25(B)</u> (0 day Notice)
Other* (explain) _____			

Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-7 OAC

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent:				

Section I – Part III –IOS Offerings Pursuant to Chapter 4901:1-6-22 OAC

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section II – Part I – Carrier Certification - Pursuant to Chapter 4901:1-6-08, 09 & 10 OAC

Certification	ILEC (Out of Territory)	CLEC	Telecommunications Service Provider Not Offering Local	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30- day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-10</u> (Auto 30 day)	<input type="checkbox"/> UNC <u>1-6-09</u> * (Non-Auto)

*Supplemental Certification forms can be found on the Commission Web Page.

Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Telecommunications Service Provider Not Offering Local
Abandon all Services		<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)	<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input checked="" type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)

* Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-29 Filing Requirements on the Commission's Web Page for a complete list of exhibits.

Section III – Carrier to Carrier (Pursuant to 4901:1-7), and Wireless (Pursuant to 4901:1-6-24)

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs,	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 day)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04 or 05</u> (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights- of-Way.	<input type="checkbox"/> UNC <u>1-7-23(B)</u> (Non-Auto)	
Wireless Providers See 4901:1-6-24	<input type="checkbox"/> RCC [Registration & Change in Operations]	<input type="checkbox"/> NAG [Interconnection Agreement or

Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, inContact of Ohop, d/b/a UCN , and am authorized to make this statement on its behalf.

Jonathan Marashlian
(Name)

Please Check ALL that apply:

X I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

X I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Rule 4901:1-6-7, Ohio Administrative Code.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) 7/26/12 at (Location) McLean, VA
*(Signature and Title) [Signature] Legal Counsel (Date) 7/26/12
• This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

VERIFICATION

I, Jonathan Marashlian verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*(Signature and Title) [Signature] Legal Counsel (Date) 7/26/12
*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

**Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793**

Or

Make such filing electronically as directed in Case No 06-900-AU-WVR

EXHIBIT A

SECRETARY OF STATE CERTIFICATE OF GOOD STANDING



DATE:	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
04/22/2009	200911101356	FOREIGN/AMENDMENT (FAM)	50.00	.00	.00	.00	.00

Receipt

This is not a bill. Please do not remit payment.

HELEIN & MARASHLIAN, LLC
1483 CHAIR BRIDGE ROAD
SUITE 301
MCLEAN, VA 22101

**STATE OF OHIO
CERTIFICATE**

Ohio Secretary of State, Jennifer Brunner

FC9097

It is hereby certified that the Secretary of State of Ohio has custody of the business records for
INCONTACT OF OHIO, INC.

and, that said business records show the filing and recording of:

Document(s)
FOREIGN/AMENDMENT

Document No(s):
200911101356



United States of America
State of Ohio
Office of the Secretary of State

Witness my hand and the seal of
the Secretary of State at Columbus,
Ohio this 21st day of April, A.D.
2009.

Ohio Secretary of State



DATE:	DOCUMENT ID	DESCRIPTION	FILING	EXPED	PENALTY	CERT	COPY
04/22/2009	200911101358	FICTITIOUS NAME/ORIGINAL FILING (NFO)	50.00	.00	.00	.00	.00

Receipt

This is not a bill. Please do not remit payment.

HELEIN & MARASHLIAN, LLC
1483 CHAIR BRIDGE ROAD
SUITE 301
MCLEAN, VA 22101

STATE OF OHIO CERTIFICATE

Ohio Secretary of State, Jennifer Brunner

1852032

It is hereby certified that the Secretary of State of Ohio has custody of the business records for
UCN

and, that said business records show the filing and recording of:

Document(s)

Document No(s):

FICTITIOUS NAME/ORIGINAL FILING

200911101358

Expiration Date: 04/21/2014

INCONTACT OF OHIO, INC.
7730 S. UNION PARK AVENUE
SUITE 500
MIDVALE, UT 84047



United States of America
State of Ohio
Office of the Secretary of State

Witness my hand and the seal of the
Secretary of State at Columbus, Ohio
this 21st day of April, A.D. 2009.

Ohio Secretary of State

EXHIBIT B

EXPLANATORY STATEMENT

The purpose of this filing is to notify the PUCO of the name change of UCN, Inc. to inContact, of Ohio Inc. d/b/a UCN.

The corporate name change was approved by UCN, Inc.'s Board of Directors and became effective January 1, 2009. Thereafter, UCN, Inc. notified its customers of the name change and filed paperwork with the Secretary of State ("SoS") to amend its Certificate of Authority to transact business in Ohio.

The aforementioned name change will not in any way inconvenience or cause harm to the Company's customers, and Ohio customers will continue to be provided high-quality, affordable telecommunications services by the Company under the name inContact of Ohio, Inc. d/b/a UCN.

EXHIBIT C

Proposed Tariff Title Page

OHIO
LOCAL EXCHANGE AND INTEREXCHANGE
TELECOMMUNICATIONS SERVICE TARIFF
OF
inContact of Ohio, Inc. d/b/a UCN

Case Nos. 90-9298-TP-TRP and 04-1759-TP-ACE

This tariff contains the descriptions, regulations and rates applicable to the provision of local exchange telecommunications services provided by inContact of Ohio, Inc. d/b/a UCN, with principal offices at 7730 S. Union Park Avenue, Suite 500, Midvale Utah 84047, for services furnished within the State of Ohio. This tariff is on file with the Public Utility Commission of Ohio and copies may be inspected, during normal business hours, at the Company's principal place of business.

Note: New title page with name change from UCN, Inc. to inContact of Ohio, Inc. d/b/a UCN.

Issued: July 27, 2012

Effective: August 28, 2012

Issued by: Paul Jarman
President
7730 S. Union Park Avenue
Suite 500
Midvale Utah 84047

Case Nos. 90-9298-TP-TRP and 04-1759-TP-ACE

EXHIBIT D

Superseded Tariff Title Page

OHIO
LOCAL EXCHANGE AND INTEREXCHANGE
TELECOMMUNICATIONS SERVICE TARIFF
OF
UCN, Inc.

Case Nos. 90-9298-TP-TRP and 04-1759-TP-ACE

This tariff contains the descriptions, regulations and rates applicable to the provision of local exchange telecommunications services provided by UCN, Inc., with principal offices at 14870 South Pony Express Road, Bluffdale, Utah 84065, for services furnished within the State of Ohio. This tariff is on file with the Public Utility Commission of Ohio and copies may be inspected, during normal business hours, at the Company's principal place of business.

NOTE: UCN, Inc.'s Tariff No. 4 cancels and replaces, in its entirety, UCN's Tariff No. 3, on file with the Commission prior to the effective date of this Tariff No. 4. UCN did not market or provide services to the public pursuant to its Tariff No. 3. Therefore, no customers are affected by its cancellation and replacement by Tariff No. 4.

Issued: October 6, 2006

Effective: November 6, 2006

Issued by: Paul Jarman
President
14870 South Pony Express Road
Bluffdale, Utah 84065
Case Nos. 90-9298-TP-TRP and 04-1759-TP-ACE

EXHIBIT E

CUSTOMER NOTICE

CUSTOMER NOTICE

UCN recently changed its corporate name to inContact, Inc., d/b/a UCN. This corporate name change will have no impact on you. Telecommunications services currently provided by inContact, Inc. will continue to be provided under the UCN name.