

THE
COMPLIANCE
GROUP

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Public Service Commission

March 6, 2012

IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Missouri Public Service Commission
Attention: Data Center
P.O. Box 360
Jefferson City, MO 65102-0360

**Re: *inContact, Inc., d/b/a UCN, Inc.*
CPNI Certification & Maintenance of Tariff Schedule of Rates, Rentals,
Charges, Privileges, Facilities, Rules Regulations or Forms of Contract for
Telecommunications Services Offered or Provided to Residential or
Business Retail End User Customer Exemption Request
*Per House Bill 338***

To Whom It May Concern:

By this letter, inContact, Inc., d/b/a UCN, Inc. respectfully requests exemption from the CPNI Certification & Maintenance of Tariff Schedule of Rates, Rentals, Charges, Privileges, Facilities, Rules Regulations or Forms of Contract for Telecommunications Services Offered or Provided to Residential or Business Retail End User Customer Certification Exemption per the provisions of House Bill 338 which became effective August 28, 2011. This Bill provides exemption for telecommunications companies from certain MoPSC rules, including exemption from the MoPSC's CPNI rules per the following:

Notwithstanding other provisions of this chapter or chapter 386, a telecommunications company may, upon written notice to the commission, elect to be exempt from any requirement to file or maintain with the commission any tariff or schedule of rates, rentals, charges, privileges, facilities, rules, regulations, or forms of contract for telecommunications services offered or provided to residential or business retail end user customers and instead, shall publish generally available retail prices for those services available to the public by posting such prices on a publicly accessible website.

Please contact Meghan Ruwet at (303) 663-0102 or mtr@compliancegroup.com with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,



Meghan Ruwet
The Compliance Group
Consultant
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