

FO3000001164

(Requestor's Name)

(Address)

(Address)

(City/State/Zip/Phone #)

PICK-UP WAIT MAIL

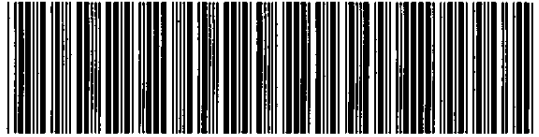
(Business Entity Name)

(Document Number)

Certified Copies _____ Certificates of Status _____

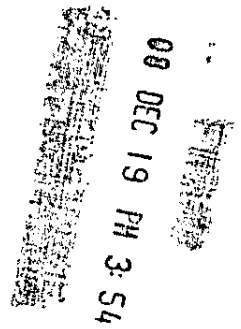
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For
201-771-102
12/14/08
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The CommLaw Group

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December 18, 2008

Via Overnight Courier

Amendment Section
Division of Corporations
Florida Department of State
2661 Executive Center Circle
Tallahassee, Florida 32301

**Re: UCN, Inc. Name Change to inContact, Inc.
Application by Foreign Corporation to File Amendment to Application for
Authorization to Transact Business in Florida
File No. F03000001164**

UCN – Application for Registration of Fictitious Name

Ladies and Gentlemen:

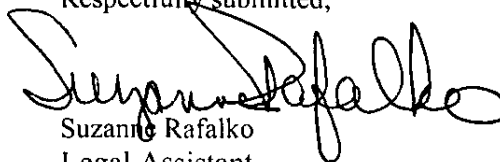
Transmitted herewith are duplicate originals of the Application by Foreign Corporation to File Amendment to Application for Authorization to Transact Business in Florida of UCN, Inc. changing its name to inContact, Inc., effective January 1, 2009. Original Articles of Amendment, issued by the Delaware Department of State, are also enclosed herewith. A check in the amount of \$35.00, payable to the "Florida Department of State," is enclosed for the fee associated with this filing.

Also transmitted herewith is inContact, Inc.'s Application for Registration of Fictitious Name to register the name, "UCN." A check in the amount of \$50.00, payable to the "Florida Department of State," is enclosed for the fee associated with this filing.

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

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

Respectfully submitted,


Suzanne Rafalko
Legal Assistant

COVER LETTER

TO: Amendment Section
Division of Corporations

SUBJECT: UCN, Inc.
(Name of Corporation)

DOCUMENT NUMBER: F03000001164

The enclosed Amendment and fee are submitted for filing.

Please return all correspondence concerning this matter to the following:

Jonathan S. Marashlian, Esq.
(Name of Contact Person)

Helein & Marashlian, LLC
(Firm/Company)

1483 Chain Bridge Road, Suite 301
(Address)

McLean, Virginia 22101
(City/State and Zip Code)

For further information concerning this matter, please call:

Suzanne Rafalko at (703) 714-1300
(Name of Contact Person) (Area Code & Daytime Telephone Number)

Enclosed is a check for the following amount:

- \$35.00 Filing Fee \$43.75 Filing Fee & Certificate of Status \$43.75 Filing Fee & Certified Copy (Additional copy is enclosed) \$52.50 Filing Fee, Certificate of Status & Certified Copy (Additional copy is enclosed)

Mailing Address:
Amendment Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

Street Address:
Amendment Section
Division of Corporations
Clifton Building
2661 Executive Center Circle
Tallahassee, FL 32301

PROFIT CORPORATION
APPLICATION BY FOREIGN PROFIT CORPORATION TO FILE AMENDMENT TO
APPLICATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA
(Pursuant to s. 607.1504, F.S.)

SECTION I
(1-3 MUST BE COMPLETED)

F03000001164
(Document number of corporation (if known))

08 DEC 19 3 55 PM '03

1. UCN, Inc.
(Name of corporation as it appears on the records of the Department of State)
2. Delaware (Incorporated under laws of)
3. 03/04/2003 (Date authorized to do business in Florida)

SECTION II
(4-7 COMPLETE ONLY THE APPLICABLE CHANGES)

4. If the amendment changes the name of the corporation, when was the change effected under the laws of its jurisdiction of incorporation? January 1, 2009
5. inContact, Inc.
(Name of corporation after the amendment, adding suffix "corporation," "company," or "incorporated," or appropriate abbreviation, if not contained in new name of the corporation)
- (If new name is unavailable in Florida, enter alternate corporate name adopted for the purpose of transacting business in Florida)

6. If the amendment changes the period of duration, indicate new period of duration.

(New duration)

7. If the amendment changes the jurisdiction of incorporation, indicate new jurisdiction.

(New jurisdiction)

8. Attached is a certificate or document of similar import, evidencing the amendment, authenticated not more than 90 days prior to delivery of the application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the laws of which it is incorporated.

KE Partridge
(Signature of a director, president or other officer - if in the hands of a receiver or other court appointed fiduciary, by that fiduciary)

Kimm Partridge
(Typed or printed name of person signing)

Secretary
(Title of person signing)

Delaware

PAGE 1

The First State

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF AMENDMENT OF "UCN, INC.", CHANGING ITS NAME FROM "UCN, INC." TO "INCONTACT, INC.", FILED IN THIS OFFICE ON THE FOURTEENTH DAY OF OCTOBER, A.D. 2008, AT 9:55 O'CLOCK A.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF AMENDMENT IS THE FIRST DAY OF JANUARY, A.D. 2009, AT 12:01 O'CLOCK A.M.

3016691 8100

081076820

You may verify this certificate online
at corp.delaware.gov/authver.shtml



Harriet Smith Windsor

Harriet Smith Windsor, Secretary of State

AUTHENTICATION: 7009169

DATE: 12-08-08

State of Delaware
Secretary of State
Division of Corporations
Delivered 10:35 AM 10/14/2008
FILED 09:55 AM 10/14/2008
SRV 081033557 - 3016691 FILE

STATE OF DELAWARE
CERTIFICATE OF AMENDMENT OF
CERTIFICATE OF INCORPORATION OF UCN, INC.

UCN, Inc., a corporation organized and existing under and by virtue of the General Corporation Law of the State of Delaware does hereby certify:

FIRST: That by unanimous written consent of the Board of Directors of UCN, Inc., dated August 21, 2008 and executed in accordance with Section 141(f) of the General Corporation Law of the State of Delaware, resolutions were duly adopted setting forth a proposed amendment of the Certificate of Incorporation of said corporation, declaring said amendment to be advisable and calling a meeting of the stockholders of said corporation for consideration thereof. The resolution setting forth the proposed amendment is as follows:

RESOLVED: that the following proposed amendment (the "Amendment") to the Certificate of Incorporation of the Corporation is hereby adopted and approved:

Article I of the Certificate of Incorporation be amended by deleting all of Article I and inserting the following provision in lieu thereof:

ARTICLE I
NAME

The name of the Corporation is inContact, Inc.

SECOND: That thereafter, pursuant to resolution of its Board of Directors, a special meeting of the stockholders of said corporation was duly called and held upon notice in accordance with Section 222 of the General Corporation Law of the State of Delaware at which meeting the necessary number of shares as required by statute were voted in favor of the amendment.

THIRD: That said amendment was duly adopted in accordance with the provisions of Section 242 of the General Corporation Law of the State of Delaware.

FOURTH: That said amendment shall be effective at 12:01 am, Eastern time on January 1, 2009.

IN WITNESS WHEREOF, said corporation has caused this certificate to be signed the 13 day of October 2008.

By: _____

Paul Jarman, CEO

