

09-18-2000



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### RECORDATION FORM COVER SHEET TRADEMARKS ONLY

TO: The Commissioner of Patents and Trademarks: Please record the attached original document(s) or copy(ies).

#### Submission Type

- New
- Resubmission (Non-Recordation)  
Document ID #
- Correction of PTO Error  
Reel #  Frame #
- Corrective Document  
Reel #  Frame #

#### Conveyance Type

- Assignment  License
- Security Agreement  Nunc Pro Tunc Assignment  
Effective Date  
Month Day Year
- Merger
- Change of Name
- Other

#### Conveying Party

Mark if additional names of conveying parties attached

Name  Execution Date  
Month Day Year

Formerly

- Individual  General Partnership  Limited Partnership  Corporation  Association
- Other
- Citizenship/State of Incorporation/Organization

#### Receiving Party

Mark if additional names of receiving parties attached

Name

DBA/AKA/TA

Composed of

Address (line 1)

Address (line 2)

Address (line 3)

City State/Country Zip Code

- Individual  General Partnership  Limited Partnership  If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative should be attached. (Designation must be a separate document from Assignment.)
- Corporation  Association
- Other
- Citizenship/State of Incorporation/Organization

#### FOR OFFICE USE ONLY

09/18/2000 JJALLAH2 00000295 75429752  
01 FC:481 40.00 DP

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Mail documents to be recorded with required cover sheet(s) information to:  
Commissioner of Patents and Trademarks, Box Assignments, Washington, D.C. 20231

TRADEMARK  
REEL: 002138 FRAME: 0961

**Domestic Representative Name and Address**

Enter for the first Receiving Party only.

Name

Address (line 1)

Address (line 2)

Address (line 3)

Address (line 4)

**Correspondent Name and Address**

Area Code and Telephone Number

(617) 426-5900

Name

Gary L. Kemp, Esq.

Address (line 1)

Casner & Edwards, LLP

Address (line 2)

One Federal Street

Address (line 3)

Boston, Massachusetts 02110

Address (line 4)

**Pages**

Enter the total number of pages of the attached conveyance document including any attachments.

# 4

**Trademark Application Number(s) or Registration Number(s)**

Mark if additional numbers attached

Enter either the Trademark Application Number or the Registration Number (DO NOT ENTER BOTH numbers for the same property).

Trademark Application Number(s)

Registration Number(s)

75/429,752		


**Number of Properties**

Enter the total number of properties involved.

# 1

**Fee Amount**

Fee Amount for Properties Listed (37 CFR 3.41):

\$ 40

Method of Payment:

Enclosed

Deposit Account

Deposit Account

(Enter for payment by deposit account or if additional fees can be charged to the account.)

Deposit Account Number:

#

Authorization to charge additional fees:

Yes

No

**Statement and Signature**

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document. Charges to deposit account are authorized, as indicated herein.

Gary L. Kemp

Name of Person Signing

Signature

8/23/00

Date Signed

(002138 9646)

# The Commonwealth of Massachusetts

William Francis Galvin

Secretary of the Commonwealth

One Ashburton Place, Boston, Massachusetts 02108-1512

021

## ARTICLES OF AMENDMENT (General Laws, Chapter 156B, Section 72)

Examiner

Name  
Approved

We, Cary G. Bullock, President / ~~XXXXXX~~

and Gary L. Hoff, ~~XXXX~~ Assistant Clerk,

of Customer Care Solutions, Inc.  
(Exact name of corporation)

located at 50 Church Street, Cambridge, MA 02138  
(Street address of corporation in Massachusetts)

certify that these Articles of Amendment affecting articles numbered:

One  
(Number those articles 1, 2, 3, 4, 5 and/or 6 being amended)

by unanimous written consent dated Mar. 17, 19 99, by vote of:

\_\_\_\_\_ shares of \_\_\_\_\_ of \_\_\_\_\_ shares outstanding,  
(type, class & series, if any)

\_\_\_\_\_ shares of \_\_\_\_\_ of \_\_\_\_\_ shares outstanding, and  
(type, class & series, if any)

\_\_\_\_\_ shares of \_\_\_\_\_ of \_\_\_\_\_ shares outstanding,  
(type, class & series, if any)

C  
P  
M  
R.A

<sup>1</sup>being at least a majority of each type, class or series outstanding and entitled to vote thereon; / or <sup>2</sup>being at least two thirds of each type, class or series outstanding and entitled to vote thereon and of each type, class or series of stock whose rights are adversely affected thereby

*\*Delete the inapplicable words. \*\*Delete the inapplicable choice.  
For amendments adopted pursuant to Chapter 156B, Section 72.  
For amendments adopted pursuant to Chapter 156B, Section 73.  
Note: If the space provided under any article or item on this form is insufficient, additions shall be set forth on one side only of separate 8 1/2 x 11 sheets of paper with a left margin of at least 1 inch. Additions to more than one article may be made on a single sheet so long as each article requiring each addition is clearly indicated.*

To *change* the number of shares and the par value of any of any type class or series of stock which the corporation is authorized to issue, fill in the following

The total *presently* authorized is

WITHOUT PAR VALUE STOCKS		WITH PAR VALUE STOCKS		
TYPE	NUMBER OF SHARES	TYPE	NUMBER OF SHARES	PAR VALUE
Common		Common		
Preferred		Preferred		

*Change* the total authorized to


WITHOUT PAR VALUE STOCKS		WITH PAR VALUE STOCKS		
TYPE	NUMBER OF SHARES	TYPE	NUMBER OF SHARES	PAR VALUE
Common		Common		
Preferred		Preferred		


VOTED: That the Corporation amend its Articles of Organization to change the name of the Company from Customer Care Solutions, Inc. to Excelegy Corporation.

The foregoing amendment(s) will become effective when these Articles of Amendment are filed in accordance with General Laws, Chapter 156B, Section 6 unless these articles specify, in accordance with the vote adopting the amendment, a *later* effective date not more than *thirty days* after such filing, in which event the amendment will become effective on such later date

Later effective date \_\_\_\_\_

SIGNED UNDER THE PENALTIES OF PERJURY, this 15 day of April, 19 99

  
Cary G. Bullock

  
Gary L. Hoff

Public Document Number

\_\_\_\_\_  
President: ~~XXXXXXXXXX~~

\_\_\_\_\_  
~~XXXX~~ Assistant Clerk

TRADEMARK  
REEL: 002138 FRAME: 0965

6-20-99

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THE COMMONWEALTH OF MASSACHUSETTS

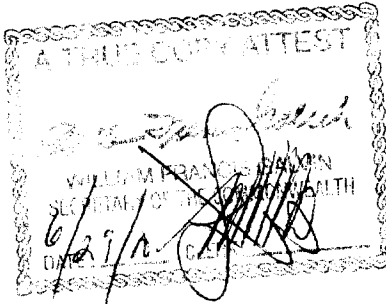
ARTICLES OF AMENDMENT  
(General Laws, Chapter 156B, Section 72)

I hereby approve the within Articles of Amendment and, the filing fee in the amount of \$ 100 having been paid, said articles are deemed to have been filed with me this 22nd day of April 19 99

Effective date \_\_\_\_\_

*William Francis Galvin*

WILLIAM FRANCIS GALVIN  
*Secretary of the Commonwealth*



TO BE FILED IN BY CORPORATION  
Photocopy of document to be sent to:

Gary L. Hoff, Esquire  
Casner & Edwards, LLP  
One Federal Street  
Boston, MA 02110