

OMB No. 0651-0011 (exp. 4/94)



To the Honorable Commissioner of Patents a

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uments or copy thereof.

1. Name of conveying party(ies):
Right Now Technologies, Inc.

10-7-00

- Individual(s)
- General Partnership
- Corporation-Montana
- Other _____

- Association
- Limited Partnership

Additional name(s) of conveying party(ies) attached? Yes No

2. Name and address of receiving party(ies)

Name: RightNow Technologies, Inc.

Internal Address: _____

Street Address: 77 Discovery Drive

City: Bozeman State: Montana ZIP: 59718

- Individual(s)
- Association
- General Partnership
- Limited Partnership
- Corporation-Delaware
- Other _____

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No

(Designations must be a separate document from Assignment)

Additional name(s) & address(es) attached Yes No

3. Nature of conveyance:

- Assignment
- Security Agreement
- Other _____
- Merger
- Change of Name

Execution Date: July 31, 2000

4. Application number(s) or patent number(s):

A. Trademark Application No.(s)

75/869,921; 76/036,771

B. Trademark Registration No.(s)

2,332,767

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Joshua J. Burke

Internal Address: Dorsey & Whitney LLP

Street Address: 220 South Sixth Street

City: Minneapolis State: MN ZIP 55402

6. Total Number of applications and registrations involved:

3

7. Total fee (37 CFR 3.41).....\$ 90.00

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

04-1420

(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

9. 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.

Joshua J. Burke

Name of person Signing

Signature

October 2, 2000

Date

Total number of pages comprising cover sheet:

1

OMB No. 0651-0011 (exp. 4/94)

Do not detach this portion

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01 FC:491
02 FC:492

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50.00 OP

Mail documents to be recorded with required cover sheet information to:
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Washington, D.C. 20231

Public burden reporting for this sample cover sheet is estimated to average about 30 minutes per document to be recorded, including time for reviewing the document and gathering the data needed, and completing and reviewing the sample cover sheet. Send comments regarding this burden estimate to the U.S. Patent and Trademark Office, Office of Information Systems, PK2-1000C, Washington, D.C. 20231, and to the Office of Management and Budget, Paperwork Reduction Project (0651-0011), Washington, D.C. 20503.

**CERTIFICATE OF MERGER
OF
RIGHT NOW TECHNOLOGIES, INC.
INTO
RIGHTNOW TECHNOLOGIES, INC.**

Pursuant to Section 252 of the Delaware General Corporation Law, RightNow Technologies, Inc., a Delaware corporation, hereby certifies that:

1. The constituent corporations are: Right Now Technologies, Inc., a Montana corporation, and RightNow Technologies, Inc., a Delaware corporation.
2. An agreement and plan of merger has been approved, adopted, certified, executed and acknowledged by each of the constituent corporations in accordance with Section 252(c) of the Delaware General Corporation Law.
3. The surviving corporation is RightNow Technologies, Inc., a Delaware corporation
4. The certificate of incorporation of RightNow Technologies, Inc., a Delaware corporation shall be the certificate of incorporation of the surviving corporation.
5. The executed agreement and plan of merger is on file at the principal office of RightNow Technologies, Inc. at 77 Discovery Drive, Bozeman, Montana 59718.
6. A copy of the agreement and plan of merger will be furnished by RightNow Technologies, Inc., a Delaware corporation on request and without cost, to any stockholder of any constituent corporation.

Dated: July 31, 2000

RIGHTNOW TECHNOLOGIES, INC.
A DELAWARE CORPORATION


Susan J. Carstensen
Chief Financial Officer

Office of the Secretary of State

I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF MERGER, WHICH MERGES:

"RIGHT NOW TECHNOLOGIES, INC.", A MONTANA CORPORATION, WITH AND INTO "RIGHTNOW TECHNOLOGIES, INC." UNDER THE NAME OF "RIGHTNOW TECHNOLOGIES, INC.", A CORPORATION ORGANIZED AND EXISTING UNDER THE LAWS OF THE STATE OF DELAWARE, AS RECEIVED AND FILED IN THIS OFFICE THE SEVENTH DAY OF AUGUST, A.D. 2000, AT 12 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



Handwritten signature of Edward J. Freel

Edward J. Freel, Secretary of State

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AUTHENTICATION: 0606727
DATE: 08-08-00

RECORDED: 10/02/2000

TRADEMARK
REEL: 002157 FRAME: 0779