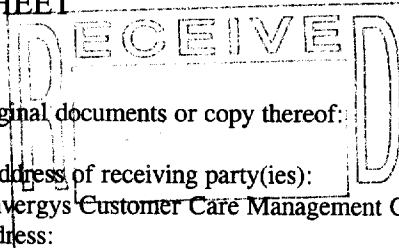


04-09-1999



COVER SHEET

ONLY



To the Honorable Commissioner of Patents and Trademarks 101005197

1. Name of conveying party(ies):
Matrixx Marketing Inc.

4-5-99

the attached original documents or copy thereof:

2. Name and address of receiving party(ies):
Name: Convergys Customer Care Management Group Inc.
Internal Address:
Street Address: 201 East Fourth Street
City: Cincinnati State: Ohio ZIP: 45202

Additional name(s) of conveying party(ies) attached?

Yes ___ No X

Additional name(s) & address(es) attached?

Yes ___ No X

3. Nature of conveyance:

Assignment ___ Merger ___
Security Agreement ___ Change of Name X
Other

Assignment Execution Date: _____

4. Application number(s) or patent number(s): [Enter numbers below at A. or B.]

If this document is being filed together with a new application, the execution date of the application's declaration is: _____

A. Patent Application No(s):

08/987,215

09/170,929

B. Patent Nos:

5,748,711

Additional numbers attached: Yes X No ___5. Name and address of party to whom correspondence
concerning document should be mailed:Jeffrey S. Standley
Standley & Gilcrest
495 Metro Place South
Suite 210
Dublin, Ohio 43017-53156. Total number of applications and registrations involved: 87. Total fee (37 CFR 3.41) \$320.00X Enclosed (included in check covering the filing fee)

___ Authorized to be charged to Deposit Account

8. Deposit Account Number:

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

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.

Jeffrey S. Standley
Name of Person Signing

Signature

March 31, 1999

Date

Total number of pages including cover sheet, attachments, and document: --3--

Mail documents to be recorded with required cover sheet information to:

Commissioner of Patents and Trademarks

Box Assignment

Washington, D.C. 20231

04/08/1999 DWGUYEN 00000248 5748711

01 FC:581

320.00 OP

PATENT
REEL: 9857 FRAME: 0863

RECORDATION FORM COVER SHEET

“EXHIBIT A”

4A

U.S. Patent Applications

Serial Number

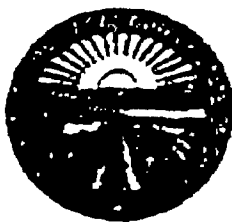
08/612,452

08/633,507

09/181,107

08/897,777

60/088,516



Prescribed by:
BOB TAFT, Secretary of State
30 East Broad Street, 14th Floor
Columbus, Ohio 43266-0418

11-0000-11, 6/4
Charter No. _____
Approved _____
Date _____
Fee _____

CERTIFICATE OF AMENDMENT BY SHAREHOLDERS TO THE ARTICLES OF INCORPORATION OF

MATRIX Marketing Inc.

(Name of Corporation)

David F. Dougherty

, who is:

☐ Chairman of the Board ☒ President ☐ Vice President (Please check one.)

and Karen R. Bowman

, who is:

☒ Secretary ☐ Assistant Secretary (Please check one.)

of the above named Ohio corporation organized for profit does hereby certify that: (Please check the appropriate box and complete the appropriate statements.)

☐ a meeting of the shareholders was duly called for the purpose of adopting this amendment and held on _____, 19____ at which meeting a quorum of the shareholders was present in person or by proxy, and by the affirmative vote of the holders of shares entitling them to exercise _____ % of the voting power of the corporation.

☒ in a writing signed by all of the shareholders who would be entitled to notice of a meeting held for that purpose, the following resolution to amend the articles was adopted:

RESOLVED, That Article First of the Articles of Incorporation is hereby amended so that, as amended it shall read as follows:

FIRST: The name of the corporation is Convergys Customer Care Management Group Inc.

IN WITNESS WHEREOF, the above named officers, acting for and on the behalf of the corporation, have hereto subscribed their names this

25th day of September, 1998

By [Signature]
(~~Chairman~~, President, ~~David F. Dougherty~~)

By [Signature]
(Secretary, ~~Karen R. Bowman~~)

David F. Dougherty

Karen R. Bowman

NOTE: OHIO LAW DOES NOT PERMIT ONE OFFICER TO SIGN IN TWO CAPACITIES. TWO SEPARATE SIGNATURES ARE REQUIRED. EVEN IF THIS NECESSITATES THE ELECTION OF A SECOND OFFICER BEFORE THE FILING CAN BE MADE.

RECEIVED
OCT 08 1998

150 FORM SHARE

BOB TAFT
SECRETARY OF STATE

RECORDED: 04/05/1999

PATENT
REEL: 9857 FRAME: 0865