

United States of America

United States Patent and Trademark Office

NextStep

Reg. No. 5,828,989

Registered Aug. 06, 2019

Int. Cl.: 9, 35, 42

Service Mark

Trademark

Principal Register

Nextiva, Inc. (ARIZONA CORPORATION)
8800 E. Chaparral Road, Suite 300
Scottsdale, ARIZONA 85250

CLASS 9: Downloadable computer software for use in customer relationship management (CRM); Downloadable computer software for the automatic organization and management of customer relationship management information; Downloadable computer software for artificial intelligence data analytics in customer relationship management workflows and customer experience tracking; Downloadable computer software for machine learning and natural language processing to provide automated workflows in customer relationship management

FIRST USE 11-14-2016; IN COMMERCE 2-7-2018

CLASS 35: Business quality management services for establishing customer relationship management systems and determining business means for implementing those systems to improve customer satisfaction; and Business assistance services, namely, assisting businesses with improving customer outcomes and satisfaction through the use of telecommunication devices and computer networks with automated interaction and data feedback, monitoring, and customization capacity

FIRST USE 11-14-2016; IN COMMERCE 2-7-2018

CLASS 42: Providing temporary use of online non-downloadable artificial intelligence and machine learning software for use in customer relationship management (CRM) software and the automated management of CRM software; Cloud computing featuring software for use in artificial intelligence data analytics and machine learning processes for use in customer relations management; and Implementation of software for automatic tracking and managing topics related to customer management

FIRST USE 11-14-2016; IN COMMERCE 2-7-2018

THE MARK CONSISTS OF STANDARD CHARACTERS WITHOUT CLAIM TO ANY PARTICULAR FONT STYLE, SIZE OR COLOR

SER. NO. 88-308,620, FILED 02-20-2019



Andrei Iancu

Director of the United States
Patent and Trademark Office

REQUIREMENTS TO MAINTAIN YOUR FEDERAL TRADEMARK REGISTRATION

WARNING: YOUR REGISTRATION WILL BE CANCELLED IF YOU DO NOT FILE THE DOCUMENTS BELOW DURING THE SPECIFIED TIME PERIODS.

Requirements in the First Ten Years*

What and When to File:

- **First Filing Deadline:** You must file a Declaration of Use (or Excusable Nonuse) between the 5th and 6th years after the registration date. See 15 U.S.C. §§1058, 1141k. If the declaration is accepted, the registration will continue in force for the remainder of the ten-year period, calculated from the registration date, unless cancelled by an order of the Commissioner for Trademarks or a federal court.
- **Second Filing Deadline:** You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between the 9th and 10th years after the registration date.* See 15 U.S.C. §1059.

Requirements in Successive Ten-Year Periods*

What and When to File:

- You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between every 9th and 10th-year period, calculated from the registration date.*

Grace Period Filings*

The above documents will be accepted as timely if filed within six months after the deadlines listed above with the payment of an additional fee.

***ATTENTION MADRID PROTOCOL REGISTRANTS:** The holder of an international registration with an extension of protection to the United States under the Madrid Protocol must timely file the Declarations of Use (or Excusable Nonuse) referenced above directly with the United States Patent and Trademark Office (USPTO). The time periods for filing are based on the U.S. registration date (not the international registration date). The deadlines and grace periods for the Declarations of Use (or Excusable Nonuse) are identical to those for nationally issued registrations. See 15 U.S.C. §§1058, 1141k. However, owners of international registrations do not file renewal applications at the USPTO. Instead, the holder must file a renewal of the underlying international registration at the International Bureau of the World Intellectual Property Organization, under Article 7 of the Madrid Protocol, before the expiration of each ten-year term of protection, calculated from the date of the international registration. See 15 U.S.C. §1141j. For more information and renewal forms for the international registration, see <http://www.wipo.int/madrid/en/>.

NOTE: Fees and requirements for maintaining registrations are subject to change. Please check the USPTO website for further information. With the exception of renewal applications for registered extensions of protection, you can file the registration maintenance documents referenced above online at <http://www.uspto.gov>.

NOTE: A courtesy e-mail reminder of USPTO maintenance filing deadlines will be sent to trademark owners/holders who authorize e-mail communication and maintain a current e-mail address with the USPTO. To ensure that e-mail is authorized and your address is current, please use the Trademark Electronic Application System (TEAS) Correspondence Address and Change of Owner Address Forms available at <http://www.uspto.gov>.