

United States of America

United States Patent and Trademark Office



Reg. No. 6,311,961

Registered Apr. 06, 2021

Int. Cl.: 35, 36, 37, 41, 42

Service Mark

Principal Register

Sitel Operating Corporation (DELAWARE CORPORATION)
Suite 3200
600 Brickell Avenue
Miami, FLORIDA 33131

CLASS 35: Customer services, namely, responding to customer inquiries for others in the field of product and service sales, billing, and product/service information and repair or replacement by telephone, internet, in the nature of chat and moderation, e-mail and SMS for others; business process outsourcing services, namely, business administration assistance in the field of product and service sales; business process outsourcing services, namely, business administration assistance in the field of supply and equipment purchasing; business process outsourcing services, namely, business administration assistance in the field of back office services; operation of telephone call centers for others

FIRST USE 3-15-2017; IN COMMERCE 3-15-2017

CLASS 36: Debt collection agency services; business process outsourcing services, namely, financial analysis in the field of product and service sales; business process outsourcing services, namely, financial analysis in the field of supply and equipment purchasing; business process outsourcing services, namely, financial analysis in the field of back office services

FIRST USE 3-15-2017; IN COMMERCE 3-15-2017

CLASS 37: Technical support, namely, troubleshooting in the nature of repair and maintenance of telephones, mobile phones, televisions, DVD players, video equipment, cameras, coffee makers and consumer goods in the nature of appliances; technical support services, namely, troubleshooting in the nature of the repair of computer hardware; consulting in the field of the repair of computer hardware

FIRST USE 3-15-2017; IN COMMERCE 3-15-2017

CLASS 41: Business process outsourcing services, namely, business training in the field of product and service sales; business process outsourcing services, namely, business training in the field of supply and equipment purchasing; business process outsourcing services, namely, business training in the field of back office services



A handwritten signature in black ink, appearing to read 'Dennis H. H. H. H.'.

Performing the Functions and Duties of the
Under Secretary of Commerce for Intellectual Property and
Director of the United States Patent and Trademark Office



FIRST USE 3-15-2017; IN COMMERCE 3-15-2017

CLASS 42: Technical support, namely, troubleshooting in the nature of diagnosing computer hardware and software program problems

FIRST USE 3-15-2017; IN COMMERCE 3-15-2017

The color(s) red, black, and white is/are claimed as a feature of the mark.

The mark consists of a red circle with a partial white letter "S" inside the circle next to the wording "SITEL GROUP" in black, lowercase letters. The aforementioned wording and designs are on a white background.

No claim is made to the exclusive right to use the following apart from the mark as shown: "GROUP"

SER. NO. 88-813,092, FILED 02-27-2020

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>.