

# United States of America

United States Patent and Trademark Office

# SUNSHINE

**Reg. No. 6,776,332**

**Registered Jun. 28, 2022**

**Int. Cl.: 9, 35, 42**

**Service Mark**

**Trademark**

**Principal Register**

Zendesk, Inc. (DELAWARE CORPORATION)  
989 Market Street  
San Francisco, CALIFORNIA 94103

CLASS 9: Recorded and downloadable computer software for customer relationship management (CRM); recorded and downloadable computer software for data analysis in the field of customer service and customer support; recorded and downloadable computer software for business database management in the field of customer service and customer support; recorded and downloadable computer software for data aggregation in the field of customer service and customer support; recorded and downloadable computer software for tracking user behavior as it relates to customer support; recorded and downloadable computer software for electronic communications, namely, email, chat, instant messaging, text messaging, and voice calling between users and customer support

FIRST USE 11-13-2018; IN COMMERCE 11-13-2018

CLASS 35: Business management in the field of customer relationship management (CRM); outsource service provider in the field of customer relationship management; customer service management for others; compiling and analyzing statistics, data and other sources of information for business purposes in the field of customer relationship management (CRM)

FIRST USE 11-13-2018; IN COMMERCE 11-13-2018

CLASS 42: Data mining in the field of customer relationship management (CRM); providing temporary use of online, non-downloadable computer software for customer relationship management (CRM); providing temporary use of online, non-downloadable computer software for data analysis in the field of customer service and customer support; providing temporary use of online, non-downloadable computer software for business database management in the field of customer relationship management (CRM); platform-as-a-service (PAAS) featuring computer software platforms for organizing and maintaining computer applications and application programming interfaces (APIs); platform-as-a-service (PAAS) featuring computer software platforms for customer relationship management; providing temporary use of non-downloadable computer software for data aggregation in the field of customer service and customer support; data aggregation in the field of customer relationship management (CRM); platform as a service (PaaS) software for compiling data; platform as a service (PaaS)



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featuring computer software platforms for retrieving, tracking, analyzing, testing, measuring and managing data, customer data and customer interactions in the fields of business, sales, customer service, customer relationship management, security, and authentication; platform as a service (PaaS) featuring computer software platforms for planning, personalization, and analysis of customer data across social media, customer relationship management (CRM) systems, point-of-sale systems, web analytics, email and mobile devices

FIRST USE 11-13-2018; IN COMMERCE 11-13-2018

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

PRIORITY CLAIMED UNDER SEC. 44(D) ON JAMAICA APPLICATION NO. 82273, FILED 12-22-2020

SER. NO. 90-571,583, FILED 03-10-2021

**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>.**