

05-18-1999



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RECORDATION FORM COVER SHEET
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5-13-99

TO: The Commissioner of Patents and Trademarks: Please record the attached original document(s) or copy(ies).

Submission Type		Conveyance Type	
<input checked="" type="checkbox"/> New	<input type="checkbox"/> Resubmission (Non-Recordation)	<input type="checkbox"/> Assignment	<input type="checkbox"/> License
Document ID# <input type="text"/>		<input type="checkbox"/> Security Agreement	<input type="checkbox"/> Nunc Pro Tunc Assignment
Reel # <input type="text"/> Frame # <input type="text"/>		<input checked="" type="checkbox"/> Merger	Effective Date Month Day Year <input type="text"/>
<input type="checkbox"/> Corrective Document		<input type="checkbox"/> Change of Name	
Reel # <input type="text"/> Frame # <input type="text"/>		<input type="checkbox"/> Other <input type="text"/>	

Conveying Party Mark if additional names of conveying parties attached

Name Effective Date
Month Day Year

Formerly

Individual General Partnership Limited Partnership Corporation Association

Other

Citizenship/State of Incorporation/Organization

Receiving Party Mark if additional names of receiving parties attached

Name

DBA/AKA/TA

Composed of

Address (line 1)

Address (line 2)

Address (line 3)

City State/Country Zip Code

Individual General Partnership Limited Partnership

Corporation Association

Other

Citizenship/State of Incorporation/Organization

If document to be recorded is an assignment and the receiving party is not domiciled in the United States, an appointment of a domestic representative should be attached. (Designation must be separate document from Assignment.)

05/17/1999 JSHABAZZ 00000044 75471078 **FOR OFFICE USE ONLY**

01 FC:481 40.00 OP
02 FC:482 125.00 OP

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Mail documents to be recorded with required cover sheet(s) information to:
Commissioner of Patents and Trademarks, Box Assignments, Washington, D.C. 20231

TRADEMARK
REEL: 001897 FRAME: 0814

Domestic Representative Name and Address

Enter for the first Receiving Party only.

Name

HOWREY & SIMON

Address (line 1)

1299 Pennsylvania Ave., N.W.

Address (line 2)

Washington, DC 20004-2402

Address (line 3)

Address (line 4)

Correspondent Name and Address

Area Code and Telephone Number

(202) 383-7220

Name

William E. Marames, Esq.

Address (line 1)

HOWREY & SIMON

Address (line 2)

1299 PENNSYLVANIA AVE., N.W.

Address (line 3)

WASHINGTON, DC 20004-2402

Address (line 4)

Pages

Enter the total number of pages of the attached conveyance document including any attachments.

8

Trademark Application Number(s) or Registration Number(s)

Mark if additional numbers attached

Enter either the Trademark Application Number or the Registration Number (DO NOT ENTER BOTH numbers for the same property).

Trademark Application Number(s)

Registration Number(s)

75471078

75469495

75469496

75525259

75469494

75639355

Number of Properties

Enter the total number of properties involved.

6

Fee Amount

Fee Amount for Properties Listed (37CFR 3.41):

\$ 165.00

Method of Payment:

Enclosed

Deposit Account

Deposit Account

(Enter for payment by deposit account or if additional fees can be charged to the account.)

Deposit Account Number:

08-3038

Authorization to charge additional fees

Yes No

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. Charges to deposit account are authorized, as indicated herein.

WILLIAM E. MARAMES

Name of Person Signing

Signature

5/13/99
Date Signed

5. A) The amalgamation agreement has been duly adopted by the shareholders of each of the amalgamating corporations as required by subsection 176 (4) of the Business Corporations Act on the date set out below.

A) Les actionnaires de chaque compagnie qui fusionne ont dûment adopté la convention de fusion conformément au paragraphe 176 (4) de la Loi sur les compagnies à la date mentionnée ci-dessous.

Check Cocher
A or B A ou B

B) The amalgamation has been approved by the directors of each amalgamating corporation by a resolution as required by section 177 of the Business Corporations Act on the date set out below.
The articles of amalgamation in substance contain the provisions of the articles of incorporation of

B) Les administrateurs de chaque compagnie qui fusionne ont approuvé la fusion par voie de résolution conformément à l'article 177 de la Loi sur les compagnies à la date mentionnée ci-dessous. Les statuts de fusion reprennent essentiellement les dispositions des statuts constitués de

and are more particularly set out in these articles.

et sont énoncés textuellement aux présents statuts.

Names of amalgamating corporations Dénomination sociale des compagnies qui fusionnent	Ontario Corporation Number Numéro de la compagnie en Ontario	Date of Adoption/Approval Date d'adoption ou d'approbation
Balisoft Technologies Inc.	1240917	February 11, 1999
ServiceSoft Canada Inc.	1337231	January 29, 1999

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: LIVESUPPORT Trademark Attorney: Stacey J. Johnson
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/471078 Law Office: 113
Filed: April 17, 1998

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513

POWER OF ATTORNEY

The undersigned hereby appoints the following individuals as its attorneys with full power of substitution, association and revocation, to prosecute this application, to transact all business in the United States Patent and Trademark Office and to receive the Certificate of Registration: William E. Marames and Lynn M. Jordan, members of the Bar of the District of Columbia, with offices at Howrey & Simon, 1299 Pennsylvania Avenue, N.W., Washington, D.C. 20004-2402. All communications to be held with William E. Marames, Esq., phone number (202) 383-7220.

DESIGNATION OF DOMESTIC REPRESENTATIVE

Howrey & Simon, whose full postal address is 1299 Pennsylvania Avenue, N.W., Washington, D.C. 20004-2402, United States of America, and William E. Marames and Lynn M. Jordan are hereby designated Applicant's representative upon whom notices or process in proceedings affecting the mark may be served.

ServiceSoft Canada Inc.

3/29/99
Date

By: [Signature]

M SKAPINKER
Name

CHAIRMAN & CEO
Title

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: LIVELINE Trademark Attorney: Stacey J. Johnson
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/469496 Law Office: 113
Filed: April 17, 1998

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513

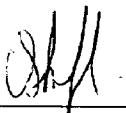
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ServiceSoft Canada Inc.

By: 

M SKAPINKER
Name

CHAIRMAN & CEO
Title

3/29/99
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: BALISOFT Trademark Attorney: Mary Boagni
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/469494 Law Office: 102
Filed: April 17, 1998

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513

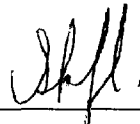
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ServiceSoft Canada Inc.

By: 

M SKAPINKOR
Name

CHAIRMAN & CEO
Title

3/29/99
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: LIVECONTACT Trademark Attorney: Stacey J. Johnson
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/469495 Law Office: 113
Filed: April 17, 1998

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513


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ServiceSoft Canada Inc.

By: 

CHAIRMAN & CEO
Name

M SKAPINKER
Title

3/29/99
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: LIVECHAT Trademark Attorney: Stacey J. Johnson
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/525259 Law Office: 102
Filed: July 23, 1998

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513

POWER OF ATTORNEY

The undersigned hereby appoints the following individuals as its attorneys with full power of substitution, association and revocation, to prosecute this application, to transact all business in the United States Patent and Trademark Office and to receive the Certificate of Registration: William E. Marames and Lynn M. Jordan, members of the Bar of the District of Columbia, with offices at Howrey & Simon, 1299 Pennsylvania Avenue, N.W., Washington, D.C. 20004-2402. All communications to be held with William E. Marames, Esq., phone number (202) 383-7220.

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ServiceSoft Canada Inc.

By: W. E. Marames

M SKAPINKER
Name

CHAIRMAN & CEO
Title

3/29/99
Date

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Mark: E-MAILCONTACT Trademark Attorney: (not yet assigned)
Applicant: ServiceSoft Canada Inc.
Serial No.: 75/639355 Law Office: (not yet assigned)
Filed: February 9, 1999

Assistant Commissioner for Trademarks
2900 Crystal Drive
Arlington, VA 22202-3513

POWER OF ATTORNEY

The undersigned hereby appoints the following individuals as its attorneys with full power of substitution, association and revocation, to prosecute this application, to transact all business in the United States Patent and Trademark Office and to receive the Certificate of Registration: William E. Marames and Lynn M. Jordan, members of the Bar of the District of Columbia, with offices at Howrey & Simon, 1299 Pennsylvania Avenue, N.W., Washington, D.C. 20004-2402. All communications to be held with William E. Marames, Esq., phone number (202) 383-7220.

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ServiceSoft Canada Inc.

By: Wjh.

M SKAPINKER
Name

CHAIRMAN & CEO
Title

3/29/99
Date