

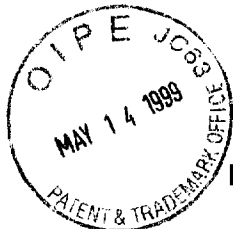
05-19-1999



101040626

RECORDATION FORM COVER SHEET
TRADEMARKS ONLY

MLD
5-14-99



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

Submission Type

New
 Resubmission (Non-Recordation)
Document ID#

Reel # Frame #

Corrective Document
Reel # Frame #

Conveyance Type

Assignment License
 Security Agreement Nunc Pro Tunc Assignment
Effective Date
Month Day Year

Merger

Change of Name

Other

Mark if additional names of conveying parties attached

Conveying Party

Name

Effective Date

Month Day Year

03031999

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)

05/18/1999 NTHA11

00000153 75471078

01 FC:481
02 FC:482

Toronto

Ontario, Canada

M6A 3B6

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.)

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TRADEMARK
REEL: 001898 FRAME: 0142

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.

2

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

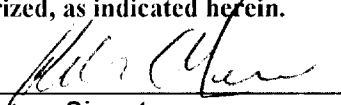
Yes No

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

5/14/99

Date Signed

- | | |
|---|--|
| 5. The amendment has been duly authorized as required by Sections 168 & 170 (as applicable) of the Business Corporations Act. | La modification a été dûment autorisée conformément à l'article 168 et, s'il y a lieu, à article 170 de la Loi sur les compagnies. |
| 6. The resolution authorizing the amendment was approved by the shareholders/directors (as applicable) of the corporation on | Les actionnaires ou les administrateurs (le cas échéant) de la compagnie ont approuvé la réesolution autorisant la modification |

28 February 1999

(Day, Month, Year)
(jour, mois, année)

These articles are signed in duplicate.

Les présents status sont signés en double exemplaire.

SERVICESOFT CANADA INC.

(Name of Corporation)
(Dénomination social de la compagnie)



Mark Skapinker
Chief Executive Officer

By/Par:

(Signature)
(Signature)

(Description of Office)
(Fonction)