

MARK: SMARTASSISTANT
SERIAL NUMBER: 75869921
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ATTORNEY DOCKET NUMBER 89864-855173

The original attorney
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By submission of this request, the undersigned REVOKES the power of attorney currently of record, as listed above, and hereby APPOINTS the following new attorney.

Newly Appointed Attorney:
John A. Hughes
Kilpatrick Townsend & Stockton LLP
Two Embaracero Center, 8th Floor
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415-576-0200
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jhughes@kilpatricktownsend.com The attorney docket/reference number is 89864-855162.

Revocation of Attorney/Domestic Representative and/or Appointment of Attorney/Domestic Representative

Handwritten Signature

Signature Section:
Signature: 
Date: January 9, 2013
Signatory's Name: Matt Sarberaria
Signatory's Position: Vice President, Oracle OTC Subsidiary LLC, Successor-in-interest to RightNow Technologies, Inc.
Signatory's Phone Number: 650-506-5600

NOTE TO APPLICANT: When filed as part of the electronic form (i.e., scanned and attached as an image file), include only the signature page (no declaration is required, nor should any other information from the actual revocation be included).

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