

State of Idaho

Office of the Secretary of State

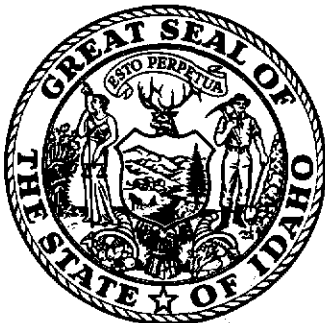
**CERTIFICATE OF AUTHORITY
OF
SITEL CUSTOMER CARE, INC.**

File Number C 190375

I, BEN YSURSA, Secretary of State of the State of Idaho, hereby certify that an Application for Certificate of Authority, duly executed pursuant to the provisions of the Idaho Business Corporation Act, has been received in this office and is found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I issue this Certificate of Authority to transact business in this State and attach hereto a duplicate of the application for such certificate.

Dated: March 14, 2011



Ben Yursa

SECRETARY OF STATE

By _____

Jurda Corbus



APPLICATION FOR CERTIFICATE OF AUTHORITY (For Profit)

(Instructions on Back of Application)

MAR 14 AM 9:28

SECRETARY OF STATE
STATE OF IDAHO

The undersigned Corporation applies for a Certificate of Authority and states as follows:

- The name of the corporation is: Sitel Customer Care, Inc.
- The name which it shall use in Idaho is: Sitel Customer Care, Inc.
- It is incorporated under the laws of: Ontario
- Its date of incorporation is: 3/26/01
- The address of its principal office is: 335 Ontario Street, St. Catharines, Ontario L2R 5L3
- The address to which correspondence should be addressed, if different from item 5, is: C/O NAFS; 165 Lawrence Bell Drive, Williamsville, NY 14221; Attn: Jen Anderson
- The street address of its registered office in Idaho is: 300 N 6th Street, Boise, ID 83702
and its registered agent in Idaho at that address is: C/O CT Corporation System
- The names and respective business addresses of its directors and officers are:

Name	Title	Business Address
<u>John S. Farinacci</u>	<u>President/Director</u>	<u>165 Lawrence Bell Drive, Williamsville, NY</u>
<u>Steven A. Copeland</u>	<u>VP/SECY/Director</u>	<u>335 Ontario Street, St. Catharines, ON L2R</u>
<u>Neil Miller</u>	<u>Treasurer</u>	<u>3102 West End Avenue, Nashville, TN 372</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dated: 3/10/11

Signature:

Typed Name: John S. Farinacci

Capacity: President
[The signer must be a director or an officer of the corporation.]

Customer Acct # : _____
(if using pre-paid account)

Secretary of State use only

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forms\appforca/authority_profit.pmd
Revised 05/2005

IDAHO SECRETARY OF STATE
03/14/2011 05:00
CK: 1195 CT: 256483 BH: 1264857
1 @ 100.00 = 100.00 AUTH PRO # 2
1 @ 20.00 = 20.00 EXPEDITE C # 3

Web Form

C190375

Request ID: 012989243
Demande n° :
Transaction ID: 43776402
Transaction n° :
Category ID: CT
Catégorie :

Province of Ontario
Province de l'Ontario
Ministry of Government Services
Ministère des Services gouvernementaux

Date Report Produced: 2011/03/10
Document produit le :
Time Report Produced: 15:26:33
Imprimé à :

CERTIFICATE OF STATUS ATTESTATION DU STATUT JURIDIQUE

This is to certify that according to the records of the Ministry of Government Services

D'après les dossiers du Ministère des Services gouvernementaux, nous attestons que la société

SITEL CUSTOMER CARE, INC.

Ontario Corporation Number

Numéro matricule de la société (Ontario)

001469148

is a corporation incorporated, amalgamated or continued under the laws of the Province of Ontario.

est une société constituée, prorogée ou née d'une fusion aux termes des lois de la Province de l'Ontario.

The corporation came into existence on

La société a été fondée le

MARCH 26 MARS, 2001

and has not been dissolved.

et n'est pas dissoute.

Dated

Fait le

MARCH 10 MARS, 2011



Director
Directrice