

State of Idaho

Department of State

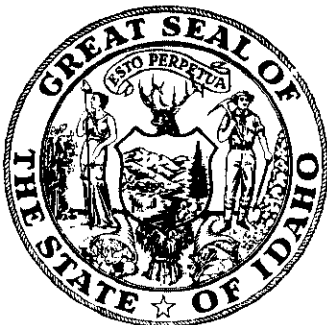
CERTIFICATE OF AUTHORITY
OF
CUSTOMER SUPPORT CENTER, INC.

File Number C 128538

I PETE T. CENARRUSA, 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: April 22, 1999



Pete T. Cenarrusa
SECRETARY OF STATE

By *Natalie Lamb*

APPLICATION FOR CERTIFICATE OF AUTHORITY (For Profit)

(Instructions on Back of Application)

To the Secretary of State of Idaho:

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

1. The name of the corporation is CUSTOMER SUPPORT CENTER, INC.
2. The name which it shall use in Idaho is _____
3. It is incorporated under the laws of Delaware
4. Its date of incorporation is 02/11/99
5. The address of its principal office is 4333 Edgewood Road, NE, Cedar Rapids, Iowa 52499
6. The address to which correspondence should be addressed, if different from item 5, is _____
7. The street address of its registered office in Idaho is c/o C T Corporation System, 300 North 6th Street, Boise,
Idaho 83702, and its registered agent in Idaho at that address is C T Corporation System
8. The names and respective business addresses of its directors and officers are:

Name	Office	Address
<u>Stephen Bennett</u>	<u>Director</u>	<u>55 Federal, Danbury, CT 06810</u>
<u>Sharon Garavel</u>	<u>Director</u>	<u>55 Federal, Danbury, CT 06810</u>
<u>Monica Gaudiosi</u>	<u>Director</u>	<u>55 Federal, Danbury, CT 06810</u>
<u>Henry Reeves, Jr</u>	<u>Director & CEO</u>	<u>55 Federal, Danbury, CT 06810</u>
<u>Tim Reese</u>	<u>President</u>	<u>4333 Edgewood Rd NE, Cedar Rapids IA</u>
<u>Kevin Trabaris</u>	<u>Secretary</u>	<u>570 Lake Cook #200, Deerfield, IL 60015</u>

Dated: 55 Federal, Danbury, CT 06810

CUSTOMER SUPPORT CENTER, INC.

(Corporation name)

By [Signature]

Its Secretary

(specify capacity of signer)

Customer Acct #:

(if using pre-paid account)

Secretary of State use only
IDAHO SECRETARY OF STATE

04/22/1999 09:00
CK: 187123884 CT: 21869 BH: 289849

1 @ 100.00 = 100.00 AUTH PRO # 3
1 @ 20.00 = 20.00 EXPEDITE C # 4

Revised 7/97
g:\corporations\MCA.jm6

SCHEDULE TO
APPLICATION FOR CERTIFICATE
OF AUTHORITY (IDAHO)

8. Directors and officers continued

Maria Klutey, Treasurer
55 Federal Road
Danbury, CT 06810

State of Delaware
Office of the Secretary of State

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I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "CUSTOMER SUPPORT CENTER, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE NINETEENTH DAY OF APRIL, A.D. 1999.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE NOT BEEN ASSESSED TO DATE.



A handwritten signature in cursive script, reading "Edward J. Freel".

Edward J. Freel, Secretary of State

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991152637

AUTHENTICATION: 9694451

DATE: 04-19-99