

FILE COPY



**CERTIFICATE OF INCORPORATION
ON CHANGE OF NAME**

Company No. 3713126

The Registrar of Companies for England and Wales hereby certifies that
CALLCOLLECT LIMITED

having by special resolution changed its name, is now incorporated
under the name of
E-CUSTOMERSATISFACTION.COM LIMITED

Given at Companies House, Cardiff, the 8th October 1999



C037131267



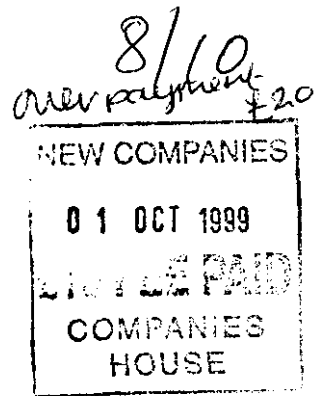
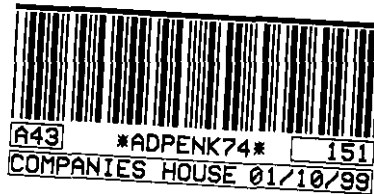
THE OFFICIAL SEAL OF THE
REGISTRAR OF COMPANIES



C O M P A N I E S H O U S E

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CALLCOLLECT LIMITED

Company No. 03713126

NOTICE TO THE REGISTRAR UNDER s. 380 COMPANIES ACT 1985

COMPANY LIMITED BY SHARES

COPY SPECIAL RESOLUTIONS

At an Extraordinary General Meeting of the Company held at Gresham House, Gresham Road, Hampton Middlesex on the 16th September 1999 the following Resolution was duly passed as a Special Resolution :-

That the name of the Company be changed to e-CustomerSatisfaction.com Limited

Signed :

Date :

16/9/99