

FOI 000005481

TRANSMITTAL LETTER

TO: Registration Section
Division of Corporations

MJM

10/22

SUBJECT: RightNow Technologies, Inc.
(Name of corporation - must include suffix)

Dear Sir or Madam: 00855-00647-02963

The enclosed "Application by Foreign Corporation for Authorization to Transact Business in Florida", "Certificate of Existence", and check are submitted to register the above referenced foreign corporation to transact business in Florida.

Please return all correspondence concerning this matter to the following:

W01-23811

Vicki Pollington
(Name of Person)

900004631489--5
-10/11/01--01041--005
*****78.75 *****78.75

RightNow Technologies, Inc.
(Firm/Company)

40 Enterprise Blvd., P.O. Box 9300
(Address)

Bozeman, MT 59718-9300
(City/State and Zip code)

For further information concerning this matter, please call:

Vicki Pollington at (406) 522-2952
(Name of Person) (Area Code & Daytime Telephone Number)

STREET ADDRESS:
Registration Section
Division of Corporations
409 E. Gaines St.
Tallahassee, FL 32399

MAILING ADDRESS:
Registration Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

FILED
01 OCT 22 PM 4:38
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

Enclosed is a check for the following amount:

- \$70.00 Filing Fee
- \$78.75 Filing Fee & Certificate of Status
- \$78.75 Filing Fee & Certified Copy
- \$87.50 Filing Fee, Certificate of Status & Certified Copy



FLORIDA DEPARTMENT OF STATE

Katherine Harris
Secretary of State

October 15, 2001

VICKI POLLINGTON
RIGHTNOW TECHNOLOGIES, INC.
P.O. BOX 9300
BOZEMAN, MT 59718-9300

SUBJECT: RIGHTNOW TECHNOLOGIES, INC.
Ref. Number: W01000023811

We have received your document for RIGHTNOW TECHNOLOGIES, INC. and your check(s) totaling \$78.75. However, the document has not been filed and is being retained in this office for the following:

A certificate of existence or a certificate of good standing, dated no more than 90 days prior to the delivery of the application to the Department of State, duly authenticated by the secretary of state or other official having custody of the records in the jurisdiction under the laws of which it is incorporated/organized, must be submitted to this office. A translation of the certificate under oath of the translator must be attached to a certificate which is in a language other than the English language. A photocopy of this certificate is not acceptable.

Please return a copy of this letter, within 60 days or your filing will be considered abandoned.

If you have any questions concerning the filing of your document, please call (850) 245-6967.

Michelle Hodges
Document Specialist

Letter Number: 701A00056993

APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.

1. RightNow Technologies, Inc.
(Name of corporation; must include the word "INCORPORATED", "COMPANY", "CORPORATION" or words or abbreviations of like import in language as will clearly indicate that it is a corporation instead of a natural person or partnership if not so contained in the name at present.)
2. Delaware 3. 81-0503640
(State or country under the law of which it is incorporated) (FEI number, if applicable)
4. 7/12/00 5. perpetual
(Date of incorporation) (Duration: Year corp. will cease to exist or "perpetual")
6. N/A
(Date first transacted business in Florida.) (SEE SECTIONS 607.1501, 607.1502 and 817.155, F.S.)
7. 40 Enterprise Blvd., PO Box 9300, Bozeman, MT 59718-9300
(Current mailing address)

8. development and sales of internet customer service software solutions
(Purpose(s) of corporation authorized in home state or country to be carried out in state of Florida)

9. **Name and street address of Florida registered agent:** (P.O. Box or Mail Drop Box **NOT** acceptable)

Name: C T Corporation System

Office Address: 1200 South Pine Island Road
Plantation, Florida, 33324
(Zip code)

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SECRETARY OF STATE
TALLAHASSEE, FLORIDA

10. **Registered agent's acceptance:**

Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

C T Corporation System
See attached
(Registered agent's signature)

11. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

12. Names and addresses of officers and/or directors: (Street address **ONLY** - P.O. Box **NOT** acceptable)

FL019 - 9/2/99 C T System Online

FLORIDA

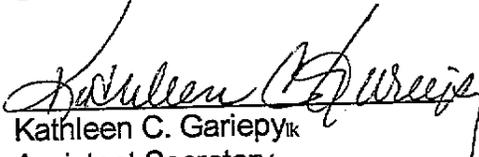
CONSENT TO SERVE AS REGISTERED AGENT

C T CORPORATION SYSTEM having been designated to act as registered agent hereby agrees to act in this capacity for the following corporation:

RightNow Technologies Inc.

Date: October 2, 2001

C T CORPORATION SYSTEM


Kathleen C. Gariopyk
Assistant Secretary

A. DIRECTORS (Street address only - P.O. Box NOT acceptable)

Chairman: Greg R. Gianforte

Address: RightNow Technologies, Inc., 40 Enterprise Blvd., Bozeman, MT 59718-9300

Vice Chairman: None

Address: _____

Director: Roger L. Evans

Address: Greylock Partners, 2929 Campus Drive, Suite 400, San Mateo, CA 94304

Director: William J. Lansing

Address: General Atlantic Partners, 630 Hansen Way, Palo Alto, CA 94304 SEE ATTACHED FOR ADDITIONAL DIRECTORS

B. OFFICERS (Street address only - P.O. Box NOT acceptable)

President: Jeffrey W. Honeycomb

Address: RightNow Technologies, Inc., 40 Enterprise Blvd., Bozeman, MT 59718-9300

Vice President: Alan Rassaby

Address: RightNow Technologies, Inc. 40 Enterprise Blvd., Bozeman, MT 59718-9300

Secretary: Susan J. Carstensen

Address: RightNow Technologies, Inc., 40 Enterprise Blvd., Bozeman, MT 59718-9300

Treasurer: Same as Secretary

Address: _____

NOTE: If necessary, you may attach an addendum to the application listing additional officers and/or directors.

13. 
(Signature of Chairman, Vice Chairman, or any officer listed in number 12 of the application)

14. Susan J. Carstensen, CFO/Secretary/Treasurer
(Typed or printed name and capacity of person signing application)

OFFICERS AND DIRECTORS

RightNow Technologies, Inc.
40 Enterprise Blvd.
P.O. Box 9300
Bozeman, MT 59718-9300

OFFICERS

Greg Gianforte, CEO and Founder
40 Enterprise Blvd., PO Box 9300
Bozeman, MT 59718-9300

Jeff Honeycomb, President & COO
40 Enterprise Blvd., PO Box 9300
Bozeman, MT 59718-9300

Susan Carstensen, CFO, Secretary & Treasurer
40 Enterprise Blvd., PO Box 9300
Bozeman, MT 59718-9300

DIRECTORS

Greg Gianforte, Chairman
40 Enterprise Blvd., PO Box 9300
Bozeman, MT 59718-9300

Gregory R. Avis
Summit Partners
499 Hamilton Avenue, Suite 200
Palo Alto, CA 94301

Roger Evans
Greylock Partners
2929 Campus Drive
Suite 400
San Mateo, CA 94403-2590

William J. Lansing
General Atlantic Partners
630 Hansen Way
Palo Alto, CA 94304

Margaret L. Taylor
Nevada Pacific Development Corp.
956 Lakeshore Blvd.
Incline Village, NV 89451

Robert Ryan
Roaring Lion Ranch, LLC
77 Storm King Road
Hamilton, MT 59840

State of Delaware
Office of the Secretary of State PAGE 1

I, HARRIET SMITH WINDSOR, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "RIGHTNOW TECHNOLOGIES, 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 SEVENTEENTH DAY OF OCTOBER, A.D. 2001.



Harriet Smith Windsor
Harriet Smith Windsor, Secretary of State

3186600 8300

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AUTHENTICATION: 1395024

DATE: 10-17-01