

# 2005 FOR PROFIT CORPORATION ANNUAL REPORT

**FILED**  
**Feb 28, 2005 8:00 am**  
**Secretary of State**

02-28-2005 90236 023 \*\*\*150.00

<b>DOCUMENT # F01000005481</b> 1. Entity Name <b>RIGHTNOW TECHNOLOGIES, INC.</b>					
Principal Place of Business <b>40 ENTERPRISE RD. BOZEMAN, MT 59718-9300</b>			Mailing Address <b>P.O. BOX 9300 BOZEMAN, MT 59718-9300</b>		
2. Principal Place of Business  Suite, Apt. #, etc.		3. Mailing Address  Suite, Apt. #, etc.			
City & State		City & State		4. FEI Number <b>81-0503640</b>	
Zip		Country		5. Certificate of Status Desired <input type="checkbox"/> <b>\$8.75</b> Additional Fee Required	
6. Name and Address of Current Registered Agent  <b>C T CORPORATION SYSTEM 1200 SOUTH PINE ISLAND ROAD PLANTATION, FL 33324</b>				7. Name and Address of New Registered Agent  Name Street Address (P.O. Box Number is Not Acceptable) City <b>FL</b> Zip Code	
8. The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida. I am familiar with, and accept the obligations of registered agent.  SIGNATURE _____ (NOTE: Registered Agent signature required when reinstating) DATE _____					
<b>FILE NOW!!! FEE IS \$150.00 After May 1, 2005 Fee will be \$550.00</b>		9. Election Campaign Financing Trust Fund Contribution. <input type="checkbox"/> <b>\$5.00</b> May Be Added to Fees			
<b>10. OFFICERS AND DIRECTORS</b>			<b>11. ADDITIONS/CHANGES TO OFFICERS AND DIRECTORS IN 11</b>		
TITLE NAME STREET ADDRESS CITY-ST-ZIP	C GIANFORTE, GREG R 40 ENTERPRISE BLVD BOZEMAN, MT 597189300	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	D EVANS, ROGER L 2929 CAMPUS DRIVE, STE 400 SAN MATEO, CA 94403	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	D LANSING, WILLIAM J 228 HAMILTON AVE., 2ND FLOOR PALO ALTO, CA 94301	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	D TAYLOR, MARGARET PO BOX 7546 INCLINE VILLAGE, NV 89452	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	S RASSABY, ALAN 40 ENTERPRISE BLVD BOZEMAN, MT 597189300	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	D AVIS, GREGORY 499 HAMILTON AVENUE PALO ALTO, CA 94301	<input type="checkbox"/> Delete			
TITLE NAME STREET ADDRESS CITY-ST-ZIP	SEE ATTACHED FOR A COMPLETE LIST OF DTDs				
12. I hereby certify that the information supplied with this filing does not qualify for the exemption stated in Section 119.07(3)(i), Florida Statutes. I further certify that the information indicated on this report or supplemental report is true and accurate and that my signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears in Block 10 or Block 11 if changed, or on an attachment with an address, with all other like empowered.					
SIGNATURE: <b>Alan Rassaby Secretary</b> Date: <b>2/18/05</b> Daytime Phone #: <b>522-4200</b>					

**50020678**



02082005 Chg-P CR2E034 (10/03)

**FL** Zip Code

☒ Change ☐ Addition

☐ Change ☐ Addition

☐ Change ☐ Addition

☐ Change ☐ Addition

**ATTACHMENT**  
**#F01000005481**  
**50020678**  
**OFFICERS AND DIRECTORS**

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

**OFFICERS**

- P** **Greg Gianforte**, President, CEO and Founder  
40 Enterprise Blvd., PO Box 9300  
Bozeman, MT 59718-9300
- S+ VP** **Alan Rassaby**, Vice President Legal and Risk Management, General Counsel and Secretary
- T+ VP** **Susan Carstensen**, CFO, Vice President, Treasurer and Assistant Secretary  
40 Enterprise Blvd., PO Box 9300  
Bozeman, MT 59718-9300

**DIRECTORS**

- |  |   |
|--|---|
| <b>C</b> <b>Greg Gianforte, Chairman</b><br>40 Enterprise Blvd., PO Box 9300<br>Bozeman, MT 59718-9300                     | <b>D</b> <b>Gregory R. Avis</b><br>Summit Partners<br>499 Hamilton Avenue, Suite 200<br>Palo Alto, CA 94301 |
| <b>D</b> <b>Roger Evans</b><br>Greylock Partners<br>2929 Campus Drive<br>Suite 400<br>San Mateo, CA 94403-2590             | <b>D</b> <b>Richard E. Allen</b> <b>ADD!</b><br>7135 South Polo Ridge Drive<br>Littleton, CO 80128-2537     |
| <b>D</b> <b>William J. Lansing</b><br>ShopNBC<br>6740 Shady Oak Road<br>Eden Prairie, MN 55344                             |   |
| <b>D</b> <b>Margaret L. Taylor</b><br>Nevada Pacific Development Corp.<br>956 Lakeshore Blvd.<br>Incline Village, NV 89451 |   |