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(Requestor's Name)

(Address)

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(City/State/Zip/Phone #)

PICK-UP  WAIT  MAIL

(Business Entity Name)

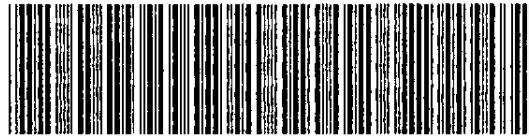
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Certified Copies \_\_\_\_\_ Certificates of Status \_\_\_\_\_

Special Instructions to Filing Officer:

W11-9903

Office Use Only



300194164593

02/16/11--01035--012 \*\*100.00

02/16/11--01035--013 \*\*25.00

FILED  
11 FEB 28 AM 8:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

D. BRUCE

MAR. 1 2011

EXAMINER



**Aegis Communications Group, Inc.**  
8201 Ridgpoint Drive  
Irving, TX 75063  
USA  
T +1 972 830 1800  
F +1 972 868 0267  
www.aegiscmgroup.com

February 24, 2011

FL Department of State  
Division of Corporations  
P.O. Box 6327  
Tallahassee, FL 32314

RE: Consent Letter from the President of Aegis Communications Group, Inc. granting his consent for Aegis Communications Group, LLC to be registered by that name as an LLC in Florida

To Whom It May Concern at the Florida Division of Corporations:

This consent letter (the "Consent Letter") is in response to your office's request of 18 February 2011 for a consent letter to accompany the registration documents for the entity Aegis Communications Group, LLC. Your letter explained that the consent letter was necessary due to the similarity between the names Aegis Communications Group, LLC and the entity Aegis Communications Group, Inc.

As President of both Aegis Communications Group, Inc. and President and Manager of Aegis Communications Group, LLC, this Consent Letter conveys my express consent on behalf of Aegis Communications Group, Inc. for Aegis Communications Group, LLC to register in Florida as: Aegis Communications Group, LLC, and to use that name in its business doings in Florida.

Further, on 16 February 2011 Aegis Communications Group, Inc. withdrew from the Florida office of the Secretary of State.

Very truly yours,

Sandip Sen  
President

**FILED**  
11 FEB 28 AM 8:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA



FLORIDA DEPARTMENT OF STATE  
Division of Corporations

February 18, 2011

STEVEN ALRED HOUGH MARSHALL  
8201 RIDGEPOINT DRIVE  
IRVING, TX 75063

SUBJECT: AEGIS COMMUNICATIONS GROUP, LLC  
Ref. Number: W11000009903

We have received your document for AEGIS COMMUNICATIONS GROUP, LLC and your check(s) totaling \$125.00. However, the enclosed document has not been filed and is being returned for the following correction(s):

The name designated in your document is unavailable because it is the same as or not distinguishable from an existing entity. If the principals are the same in both entities, please send a letter or affidavit advising us of this association, along with your articles so that we may complete the filing process.

The designation of the registered office and the registered agent, both at the same Florida street address, must be contained within the document pursuant to Florida Statutes. The registered agent must sign accepting the designation as required by Florida Statutes.

Please return your document, along with 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) 245-6984.

Deborah Bruce  
Regulatory Specialist II

Letter Number: 311A00004220

FILED  
11 FEB 28 AM 8:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

**COVER LETTER**

**TO:** Registration Section  
Division of Corporations

**SUBJECT:** AEGIS COMMUNICATIONS GROUP, LLC.  
Name of Limited Liability Company

The enclosed "Application by Foreign Limited Liability Company for Authorization to Transact Business in Florida," Certificate of Existence, and check are submitted to register the above referenced foreign limited liability company to transact business in Florida..

Please return all correspondence concerning this matter to the following:

STEVEN ALRED HOUGH MARSHALL  
Name of Person

AEGIS COMMUNICATIONS GROUP, LLC.  
Firm/Company

8201 RIDGEPOINT DRIVE  
Address

IRVING TX 75063  
City/State and Zip Code

Hough.Marshall@aegisglobal.com  
E-mail address: (to be used for future annual report notification)

For further information concerning this matter, please call:

STEVEN MARSHALL at ( 972 ) 868-0226  
Name of Person Area Code & Daytime Telephone Number

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

**STREET ADDRESS:**  
Division of Corporations  
Registration Section  
Clifton Building  
2661 Executive Center Circle  
Tallahassee, FL 32301

Enclosed is a check for the following amount:

- \$125.00 Filing Fee     \$130.00 Filing Fee & Certificate of Status     \$155.00 Filing Fee & Certified Copy     \$160.00 Filing Fee, Certificate of Status & Certified Copy

FILED  
11 FEB 28 AM 8:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

APPLICATION BY FOREIGN LIMITED LIABILITY COMPANY FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 608.503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN LIMITED LIABILITY COMPANY TO TRANSACT BUSINESS IN THE STATE OF FLORIDA:

1. AEGIS COMMUNICATIONS GROUP, LLC (Name of Foreign Limited Liability Company; must include "Limited Liability Company," "L.L.C.," or "LLC.")

(If name unavailable, enter alternate name adopted for the purpose of transacting business in Florida and attach a copy of the written consent of the managers or managing members adopting the alternate name. The alternate name must include "Limited Liability Company," "L.L.C." "LLC.")

2. DELAWARE (Jurisdiction under the law of which foreign limited liability company is organized) 3. 75-2050538 (FEI number, if applicable)

4. 08-02-1985 (Date of Organization) 5. PERPETUAL (Duration: Year limited liability company will cease to exist or "perpetual")

6. NA (Date first transacted business in Florida, if prior to registration.) (See sections 608.501 & 608.502 F.S. to determine penalty liability)

7. 8201 RIDGEPOINT DRIVE IRVING TX 75063 (Street Address of Principal Office)

8. If limited liability company is a manager-managed company, check here [checked]

9. The name and usual business addresses of the managing members or managers are as follows: SANDIP SEN 8201 RIDGEPOINT DR. IRVING TX 75063 NEETI KHAITAN 8201 RIDGEPOINT DR. IRVING TX 75063

10. Attached is an original certificate of existence, no more than 90 days old, duly authenticated by the official having custody of records in the jurisdiction under the law of which it is organized. (A photocopy is not acceptable. If the certificate is in a foreign language, a translation of the certificate under oath of the translator must be submitted.)

11. Nature of business or purposes to be conducted or promoted in Florida: BUSINESS PROCESS OUTSOURCING

Signature of a member or an authorized representative of a member.

(In accordance with section 608.408(3), F.S., the execution of this document constitutes an affirmation under penalties of perjury that the facts stated herein are true. I am aware that any false information submitted to the Department of State constitutes a third degree felony as provided for in s.817.13, F.S.)

NEETI KHAITAN Manager Typed or printed name of signee

FILED 11 FEB 28 AM 8:45 SECRETARY OF STATE TALLAHASSEE, FLORIDA

**CERTIFICATE OF DESIGNATION OF REGISTERED AGENT/REGISTERED OFFICE**

PURSUANT TO THE PROVISIONS OF SECTION 608.415 or 608.507, FLORIDA STATUTES, THE UNDERSIGNED LIMITED LIABILITY COMPANY SUBMITS THE FOLLOWING STATEMENT TO DESIGNATE A REGISTERED OFFICE AND REGISTERED AGENT IN THE STATE OF FLORIDA.

1. The name of the Limited Liability Company is:

Aegis Communications Group, LLC

If unavailable, the alternate to be used in the state of Florida is:

2. The name and the Florida street address of the registered agent and office are:

Registered Agent Solutions, Inc.  
(Name)

155 Office Plaza Drive, Ste. A  
Florida Street Address (P.O. Box NOT ACCEPTABLE)

Tallahassee FL 32301  
City/State/Zip

*Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, 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 relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, Florida Statutes.*

Jeff Eshelb, Asst. Sec.  
(Signature)

- \$ 100.00 Filing Fee for Application
- \$ 25.00 Designation of Registered Agent
- \$ 30.00 Certified Copy (optional)
- \$ 5.00 Certificate of Status (optional)

11 FEB 28 AM 8:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA  
**FILED**

# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "AEGIS COMMUNICATIONS GROUP, LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE TWENTY-SIXTH DAY OF JANUARY, A.D. 2011.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "AEGIS COMMUNICATIONS GROUP, LLC" WAS FORMED ON THE SECOND DAY OF AUGUST, A.D. 1985.

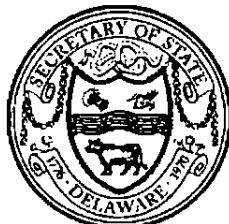
AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

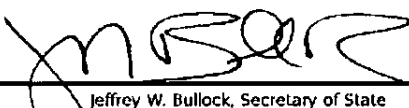
AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

2068034 8300

110083184

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 8520914

DATE: 01-26-11