

Division of Corporations

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DIVISION OF CORPORATIONS

BASIC AMENDMENT
CUSTOMER SATISFACTION, INC.SECRETARY OF STATE
TALLAHASSEE, FLORIDA

01 MAY 31 PM 5:00

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SECRETARY OF STATE
TALLAHASSEE, FLORIDA

AMENDED AND RESTATED
ARTICLES OF INCORPORATION
OF
CUSTOMER SATISFACTION, INC.

(a Florida corporation)

Pursuant to Sections 607.1005 and 607.1007 of the Florida Business Corporation Act (the "FBCA"), the Articles of Incorporation of CUSTOMER SATISFACTION, INC., a corporation organized and existing under the laws of the State of Florida, are hereby amended and restated in their entirety as follows:

ARTICLE I - NAME

The name of the Corporation is Customer Satisfaction, Inc. (hereinafter called the "Corporation").

ARTICLE II - CAPITAL STOCK

The aggregate number of shares of capital stock which the Corporation shall have the authority to issue is 1,000 shares of Common Stock, par value \$.01 per share.

ARTICLE III - MAILING ADDRESS

The current mailing address of the principal place of business of the Corporation is 411 N.E. 48th Street, Pompano Beach, FL 33064.

ARTICLE IV - INITIAL BOARD OF DIRECTORS

The Corporation's Board of Directors (the "Board") shall consist of not fewer than one (1) nor more than five (5) directors, and shall initially consist of one (1) director. The number of directors within these limits may be increased or decreased from time to time as provided in the By-laws of the Corporation. The name and street address of the initial director of the Corporation is as follows:

Richard J. Knoll
411 N.E. 48th Street
Pompano Beach, FL 33064

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TALLAHASSEE, FLORIDA

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ARTICLE V - INITIAL REGISTERED AGENT

The name of the initial registered agent and street address of the initial registered office of the Corporation is:

Richard J. Knoll
411 N.E. 48th Street
Pompano Beach, FL 33064

ARTICLE VI - INCORPORATOR

The name and address of the Incorporator of the Corporation is:

Richard J. Knoll
411 N.E. 48th Street
Pompano Beach, FL 33064

ARTICLE VII - LIMITATION ON DIRECTOR LIABILITY

A director shall not be personally liable to the Corporation or the holders of shares of capital stock for monetary damages for breach of fiduciary duty as a director, except (i) for any breach of the duty of loyalty of such director to the Corporation or such holders, (ii) for acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of law, (iii) under Section 607.0831 of the FBCA, or (iv) for any transaction from which such director derives an improper personal benefit. If the FBCA is hereafter amended to authorize the further or broader elimination or limitation of the personal liability of directors, then the liability of a director of the Corporation shall be eliminated or limited to the fullest extent permitted by the FBCA, as so amended. No repeal or modification of this Article VII shall adversely affect any right of or protection afforded to a director of the Corporation existing immediately prior to such repeal or modification.

ARTICLE VIII - INDEMNIFICATION

The Corporation shall indemnify and advance expenses to, and may purchase and maintain insurance on behalf of, its officers and directors to the fullest extent permitted by law as now or hereafter in effect. Without limiting the generality of the foregoing, the Bylaws may provide for indemnification and advancement of expenses to officers, directors, employees and agents on such terms and conditions as the Board may from time to time deem appropriate or advisable.

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ARTICLE IX - BYLAWS

The Board shall have the power to adopt, amend or repeal the Bylaws of the Corporation or any part thereof.

ARTICLE X - AMENDMENT

These Articles of Incorporation may be altered, amended or repealed in accordance with the applicable provisions of Florida law.

IN WITNESS WHEREOF, the undersigned, for the purpose of amending and restating the Corporation's Articles of Incorporation, has executed these Amended and Restated Articles of Incorporation of Customer Satisfaction, Inc., this 31 day of May, 2001.

Richard J. Knoll
Richard J. Knoll, Incorporator

**ACCEPTANCE OF APPOINTMENT AS REGISTERED AGENT
OF
CUSTOMER SATISFACTION, INC.**

Having been named as registered agent to accept service of process for **CUSTOMER SATISFACTION, INC.** at 411 N.E. 48th Street, Pompano Beach, Florida 33064, I am familiar with and accept the obligations of that position and agree to act in that capacity.

Richard J. Knoll
RICHARD J. KNOLL

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**CERTIFICATE
REGARDING
AMENDED AND RESTATED
ARTICLES OF INCORPORATION
OF
CUSTOMER SATISFACTION, INC.**

CUSTOMER SATISFACTION, INC., a Florida corporation (the "Corporation"), hereby certifies, pursuant to and in accordance with Sections 607.1005 and 607.1007 of the Florida Business Corporation Act for the purpose of filing its Amended and Restated Articles of Incorporation with the Department of State of the State of Florida, that:

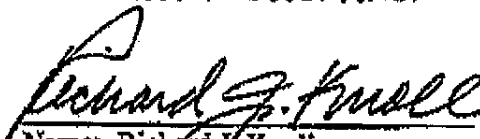
1. The name of the Corporation is CUSTOMER SATISFACTION, INC.
2. The Corporation's Articles of Incorporation were originally initially filed with the Secretary of State of the State of Florida on February 17, 1993.
3. The Corporation has not yet issued shares and the undersigned is the sole Incorporator of the Corporation.
4. The Amended and Restated Articles of Incorporation of the Corporation were duly adopted by the sole Incorporator of the Corporation pursuant to Section 607.1005 of the Florida Business Corporation Act.

IN WITNESS WHEREOF, the undersigned has executed this Certificate this 31 day of

May, 2001.

CUSTOMER SATISFACTION, INC.

By:


Name: Richard J. Knoll
Title: Incorporator

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