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AUTHORIZATION :

COST LIMIT : 0 PPD

ORDER DATE : July 20, 1995

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ORDER NO. : 645190

CUSTOMER NO: 80365A

CUSTOMER: Craig W. Hall, Esq
YADO SALEM NELSON

Suite 750
4830 West Kennedy Boulevard
Tampa, FL 33609

DOMESTIC FILING

NAME: CUSTOMER CONCEPTS, INC.

XX ARTICLES OF INCORPORATION
CERTIFICATE OF LIMITED PARTNERSHIP

PLEASE RETURN THE FOLLOWING AS PROOF OF FILING:

XX CERTIFIED COPY
PLAIN STAMPED COPY
CERTIFICATE OF GOOD STANDING

CONTACT PERSON: Jennifer Moran

EXAMINER'S INITIALS: _____

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FILED
95 JUL 20 AM 7:28
95 JUL 20 PM 11:46
TAMPA, FL
CLERK OF COURT

J. BROWN JUL 21 1995

**ARTICLES OF INCORPORATION
OF
CUSTOMER CONCEPTS, INC.**

FILED
95 JUL 20 AM 7:28
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

The undersigned subscribers, being natural persons competent to contract, and for the purpose of forming a corporation under the Laws of the State of Florida, hereby adopt the following Articles of Incorporation for such corporation:

ARTICLE ONE

The name of the corporation shall be:

CUSTOMER CONCEPTS, INC.

ARTICLE TWO

This corporation shall have perpetual existence unless sooner dissolved according to law, and shall commence corporate existence upon the filing of these Articles by the Department of State.

ARTICLE THREE

This corporation is organized for the purpose of transacting, conducting, carrying on, operating, and engaging in the business of employee training and development, and all things subsidiary, necessary, ancillary, and/or convenient for carrying out and into effect the purposes and objects of the corporation, and in respect thereto, and to transact and engage in any activity or business permitted under the laws of the State of Florida, and of the United States, including, but not limited to, the following:

A. To purchase or otherwise acquire letters, patents, copyrights, trademarks, concessions, licenses, inventions, rights, franchises, and privileges, subject to

royalty or otherwise, and whether exclusive, non-exclusive or limited, or any part interest in any of the above-enumerated rights whether in the United States or in any other part of the world; to sell, let or grant any of said rights, belonging to the corporation, or which it may let or grant any of said rights belonging to the corporation, or which it may acquire, or any interest in the same; and to register any patent or trademarks, or obtain exclusive or other privileges in respect to same, and to apply for, exercise, use or otherwise deal with or turn to account any patent rights, copyrights, or trademarks, any concessions, monopolies, franchises, or other rights or privileges either in the United States or in any other part of the world.

B. To manufacture, fabricate, process, deal in, install, store, handle, transport, export, import or otherwise handle any and all goods, materials appurtenances and processes useful in, necessary for, or convenient in the conducting of the business of the corporation, or of any subsidiary or agency thereof.

C. To buy, sell, exchange and generally deal in real properties, improved and unimproved, and buildings of every class and description; to improve, manage, operate, sell, buy, mortgage, lease or otherwise acquire or dispose of any property, real or personal and take mortgages and assignment of mortgages upon the same; to make and obtain loans upon real estate, improved or unimproved, and upon personal property, giving or taking evidences of indebtedness and securing the payment thereof by mortgage, trust deed, pledge or otherwise, to enter into contracts to buy or sell any property, real or personal; to buy and sell mortgages, trust deeds, and contracts and evidences of indebtedness; to purchase or otherwise acquire, for the purpose of holding or disposing of same, real or personal

property of every kind and description, including the goodwill, stock rights and property of any person, firm association or corporation, paying for the same in cash, stock or bonds of this corporation; to draw, make, accept, endorse, discount, execute, and issue promissory notes, bills of exchange, warrants, bonds, debentures, and other negotiable or transferable instruments or obligations of the corporation, from time to time for any of the operations without restriction of limit as to amount; to purchase, acquire, hold, own, mortgage, sell, convey or otherwise dispose of real and personal property of every class and description in any state, district, territory, colony or foreign country; and to act as agent or broker for any other person, firm or corporation in doing any and all acts described herein.

D. To purchase equities, mortgages, installment sales contracts, notes, drafts, acceptances and commercial paper of every kind and description, including accounts receivable, of other persons, firms or corporations; to hold, collect and otherwise use the same for the benefit of the corporation; and to sell or otherwise dispose of the same.

E. To operate, conduct and carry on other businesses which may be purchased or otherwise acquired by the corporation, or to lease or rent the same to any other person, firm or corporation, during such period of time as the corporation may own such business or businesses, in order to prevent depreciation in the value of such business or businesses prior to sale or other disposition of the same by the corporation.

F. To purchase, subscribe for, hold, pledge, transfer, sell or otherwise dispose of or deal in, shares of capital stock of corporation, including this corporation, bonds, debentures, notes, or other securities or evidences of indebtedness of any private or

public corporation, to do any other act or thing permitted by law for the preservation, protection, improvements, or enhancement of the value of such shares of stock, bonds, debentures, notes or other securities of evidences of indebtedness, including the right to vote thereon, and respecting of any of the enumerated times to exercise any and all rights and privileges of ownership thereof.

G. To transact the business of investing on behalf of itself or others, any part of its capital and such additional funds as it may obtain, or any interest therein in any and all ventures, so far as the same are permissible by law, and selling or otherwise disposing of such investments, or any part thereof, or interest therein.

II. To engage in the brokerage business, on behalf of itself or others, including but not limited to the business and professions of real estate, securities, insurance and mortgage and to do any and all business which may be delegated to agents or brokers by principals and to conduct and operate general agency and brokerage business of every kind and description.

I. To do all things which are lawful under the laws of the State of Florida, which are necessary, suitable, convenient or proper for the accomplishment of any of the purposes, or attainment of any or all of the objects of the corporation or incidental to the powers herein named which shall at any time appear conducive or expedient for the protection or benefit of the corporation either as holder of or interested in any property or otherwise, with all the powers now or hereafter conferred by the laws of the State of Florida upon corporations.

J. For the accomplishment of any object on or about its business or affairs, to incur debts without limit, and to raise, borrow and secure the payment of money in any lawful manner.

K. The powers specified herein shall be construed both as purposes and powers and shall be in no wise limited or restricted by reference to or inference from, the terms of any other clause in this or any other article, but the purposes and powers specified in each of the clauses herein shall be regarded as independent purposes and powers, and the enumeration of specific purposes and powers shall not be construed to limit or restrict in any manner the meaning of general terms or of the general powers of the corporation; nor shall the expression of one thing be deemed to exclude another; although it be of like nature not expressed.

ARTICLE FOUR

This corporation is authorized to issue TEN THOUSAND (10,000) shares of One Dollar (\$1.00) par value common stock which shall be designated "Common Stock".

ARTICLE FIVE

Every shareholder, upon the sale for cash of any new stock of this corporation of the same kind, class or series as that which she already holds shall have the right to purchase her pro-rata share thereof (as nearly as may be done without the issuance of fractional shares) at the price at which it is offered to others.

ARTICLE SIX

The street address of the initial registered office of this corporation is 4830 W. Kennedy Boulevard, Suite 750, Tampa, Florida, 33609, and the name of the initial registered

agent of this corporation is W. Craig Hall, whose post office and mailing address is 4830 W. Kennedy Boulevard, Suite 750, Tampa, Florida, 33609. The principal office of this corporation is 3558 Shoreline Circle, Palm Harbor, FL 34684.

ARTICLE SEVEN

This corporation shall have three (3) directors initially. The number of directors may be increased or diminished from time to time by the by-laws of this corporation, but shall never be less than one. The names and addresses of the initial directors of this corporation are:

<u>NAME</u>	<u>ADDRESS</u>
Suzanne Mangione	1354 Shady Pine Way Unit A-1 Tarpon Springs, FL 34689
Lori F. Cohen	3558 Shoreline Circle Palm Harbor, FL 34684
Karen Rossi Baker	2476-3 Enterprise Road Box 15 Clearwater, FL 34623

ARTICLE EIGHT

The names and street addresses of the officers of this corporation who, subject to the provisions of the Certificate of Incorporation, shall hold office for the first year of the corporation's existence, or until her successor is elected and has qualified, are:

<u>NAME and OFFICE</u>	<u>STREET ADDRESS</u>
Lori F. Cohen, President and Chief Executive Officer	3558 Shoreline Circle Palm Harbor, FL 34684

Suzanne Mangione, Chief
Operations Officer

1354 Shady Pine Way
Unit A-1
Tarpon Springs, FL 34689

Karen Rossi Baker, Executive
Vice-President and
Corporate Secretary

2476-3 Enterprise Road
Box 15
Clearwater, FL 34623

ARTICLE NINE

Members of the Board of Directors may participate in meetings of the Board of Directors by means of conference telephone as provided by law.

ARTICLE TEN

The directors of this corporation may take action by written consent as provided by law.

ARTICLE ELEVEN

This corporation shall indemnify any officer or director or any former officer or director to the fullest extent permitted by law.

ARTICLE TWELVE

This corporation reserves the right to amend or repeal any provisions contained in these Articles of Incorporation or any amendment hereto, and any right conferred upon the shareholders is subject to this reservation.

ARTICLE THIRTEEN

The names of the persons signing these Articles of Incorporation as incorporators, and their addresses are: SUZANNE MANGIONE, 1354 Shady Pine Way, Unit A-1, Tarpon Springs, Florida 34689, LORI F. COHEN, 3558 Shoreline Circle, Palm Harbor, Florida,

34684, and KAREN ROSSI BAKER, 2476-3 Enterprise Road, Box 15, Clearwater, Florida 34623.

IN WITNESS WHEREOF, the undersigned have executed these Articles of Incorporation in duplicate on the 18th day of July, 1995.

Suzanne Mangione
SUZANNE MANGIONE

Lori F. Cohen
LORI F. COHEN

Karen Rossi Baker
KAREN ROSSI BAKER

STATE OF FLORIDA)

COUNTY OF HILLSBOROUGH)

The foregoing instrument was acknowledged before me this 18th day of July, 1995, by SUZANNE MANGIONE who produced FLA. DRIVER'S LICENSE as identification and who did take an oath, and by LORI COHEN, who produced FLA. DRIVER'S LICENSE as identification and who did take an oath, and KAREN ROSSI BAKER, who produced FLA. DRIVER'S LICENSE as identification and who did take an oath.

Michael J. Brudny
Notary Public, State of Florida

Notary Name Printed: _____

My Commission expires: _____



STATEMENT OF REGISTERED AGENT ACCEPTING APPOINTMENT
OF REGISTERED AGENT AND DESIGNATION OF REGISTERED OFFICE


In pursuance of Section 48.091 and 607.034, Fla. Stats. 1983, the following is submitted in compliance with said Act:

First, CUSTOMER CONCEPTS, INC., desiring to organize under the laws of the State of Florida, with its registered office as indicated in the Articles of Incorporation at the City of Palm Harbor, County of Pinellas, State of Florida, has named W. CRAIG HALL, ESQ. whose address is 4830 W. Kennedy Boulevard, Suite 750, County of Hillsborough, State of Florida, as its Registered Agent.

ACKNOWLEDGEMENT:

Having been named as Registered Agent and to accept service of process for the above-named corporation at the place designated in this Certificate, I hereby accept the appointment to act as Registered Agent and agree to comply with the provisions of the above-referenced Act.

BY:


W. Craig Hall
Registered Agent

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95 JUL 20 AM 7:28
COUNTY OF HILLSBOROUGH
TALLAHASSEE, FLORIDA