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VIA U.S. MAIL

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January 2, 2001

DEPARTMENT OF STATE  
DIVISION OF CORPORATIONS  
CORPORATE FILINGS  
POST OFFICE BOX 6327  
TALLAHASSEE, FL 32314

**RE: ARTICLES OF AMENDMENT TO ARTICLES OF INCORPORATION TO  
CUSTOMER-SERVICE.COM, INC.**

Dear Sir/madam:

Enclosed please find our trust account check in the amount of \$43.75 payable to the Department of State representing \$35.00 for filing fee of Articles of Amendment and \$8.75 for a return certified copy on the above referenced. Kindly forward at your earliest convenience in the self addressed stamped envelope provided.

Should you need anything further, please do not hesitate to contact me.

Sincerely,

*Steven T. Samiljan*  
Steven T. Samiljan

**SIGNED IN ABSENCE  
TO EXPEDITE DELIVERY**

FILED  
01 JAN -5 AM 9:16  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

*N/c*

T BROWN JAN 10 2001

ARTICLES OF AMENDMENT  
TO  
ARTICLES OF INCORPORATION  
OF  
CUSTOMER-SERVICE.COM, INC.

FILED  
01 JAN -5 AM 9: 16  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

Pursuant to the provisions of Section 607.1006, Florida Statutes, this Florida profit corporation adopts the following articles of amendment to its articles of incorporation:

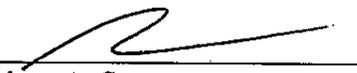
**FIRST:** Amendment adopted: Article I is hereby amended to read that the name of the Corporation is **Customer Service Solutions, Inc.**

**SECOND:** The date of the amendment adoption: December 28, 2000.

**THIRD:** Adoption of Amendment. The amendment was approved by the shareholders. The number of votes cast for the amendment was sufficient for approval.

Signed this 28<sup>th</sup> day of December, 2000.

CUSTOMER-SERVICE.COM, INC.

By:   
Robert A. Sayre  
President