

PTO Form 1930 (Rev 9/2007)

OMB No. 0651-0050 (Exp. 4/30/2009)

Request for Reconsideration after Final Action

The table below presents the data as entered.

Input Field	Entered
SERIAL NUMBER	85261839
LAW OFFICE ASSIGNED	LAW OFFICE 112
MARK SECTION (no change)	
EVIDENCE SECTION	
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ORIGINAL PDF FILE	evi 1607996147-174553824 . 071312response.pdf
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SIGNATURE SECTION	
RESPONSE SIGNATURE	/dermot m. sheridan/
SIGNATORY'S NAME	Dermot M. Sheridan
SIGNATORY'S POSITION	Attorney (NY) - Epstein Drangel, LLP
SIGNATORY'S PHONE NUMBER	212-292-5390
DATE SIGNED	07/13/2012
AUTHORIZED SIGNATORY	YES
CONCURRENT APPEAL NOTICE FILED	YES
FILING INFORMATION SECTION	
SUBMIT DATE	Fri Jul 13 17:58:48 EDT 2012
TEAS STAMP	USPTO/RFR-160.79.96.147-2 0120713175848540505-85261 839-490e922bbb0212d123f94 2283bf62e4aac-N/A-N/A-201 20713174553824181

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OMB No. 0651-0050 (Exp. 4/30/2009)

Request for Reconsideration after Final Action

To the Commissioner for Trademarks:

Application serial no. **85261839** has been amended as follows:

EVIDENCE

Original PDF file:

evi_1607996147-174553824_071312response.pdf

Converted PDF file(s) (1 page)

Evidence-1

Original PDF file:

evi_1607996147-174553824_info1.pdf

Converted PDF file(s) (1 page)

Evidence-1

Original PDF file:

evi_1607996147-174553824_info2.pdf

Converted PDF file(s) (10 pages)

Evidence-1

Evidence-2

Evidence-3

Evidence-4

Evidence-5

Evidence-6

Evidence-7

Evidence-8

Evidence-9

Evidence-10

Original PDF file:

evi_1607996147-174553824_info3.pdf

Converted PDF file(s) (2 pages)

Evidence-1

Evidence-2

SIGNATURE(S)

Request for Reconsideration Signature

Signature: /dermot m. sheridan/ Date: 07/13/2012

Signatory's Name: Dermot M. Sheridan

Signatory's Position: Attorney (NY) - Epstein Drangel, LLP

Signatory's Phone Number: 212-292-5390

The signatory has confirmed that he/she is an attorney who is a member in good standing of the bar of the highest court of a U.S. state, which includes the District of Columbia, Puerto Rico, and other federal territories and possessions; and he/she is currently the applicant's attorney or an associate thereof; and to the best of his/her knowledge, if prior to his/her appointment another U.S. attorney or a Canadian attorney/agent not currently associated with his/her company/firm previously represented the applicant in this matter: (1) the applicant has filed or is concurrently filing a signed revocation of or substitute power of attorney with the USPTO; (2) the USPTO has granted the request of the prior representative to withdraw; (3) the applicant has filed a power of attorney appointing him/her in this matter; or (4) the applicant's appointed U.S. attorney or Canadian attorney/agent has filed a power of attorney appointing him/her as an associate attorney in this matter.

The applicant is filing a Notice of Appeal in conjunction with this Request for Reconsideration.

Serial Number: 85261839
Internet Transmission Date: Fri Jul 13 17:58:48 EDT 2012
TEAS Stamp: USPTO/RFR-160.79.96.147-2012071317584854
0505-85261839-490e922bbb0212d123f942283b
f62e4aac-N/A-N/A-20120713174553824181

I. REFUSAL BASED ON DESCRIPTIVENESS.

In an office action issued January 13, 2012, the Examining Attorney made final the refusal to register on the ground that the mark was merely descriptive under Section 2(e)(1). In response, Applicant hereby amends the application to seek registration on the Supplemental Register. In that regard, an Amendment to Allege Use has been filed this day at the USPTO.

II. REQUEST FOR FURTHER INFORMATION.

The Examiner also maintained the request for further information regarding Applicant's services in order to permit proper examination of the application. in that regard, Applicant submits herewith sheets from Applicant's website which explain in detail the services provided by Applicant, including customers, rates and channels of trade.

In light of the foregoing it is respectfully requested that the refusal to register be withdrawn.



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 **CallRecording**

 **CallMonitoring**

 **ContactCentre**

 **CallLatitude**

 **CallQueueing**

 **CallSurvey**

 **CallPay**

 **Numbering**

 **VoiceApps**

 **VoiceMail**

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 **IVResponse**

 **ASRRecognition**

 **TTSpeech**

 **ConferenceCall**


 **FAXGateway**







 **PredictiveDialer**


 **M2M**

PBXchange

Our PBXchange services enable you to control calls based on:


- Caller ID gathered from the network even if the Caller hides his number;
- Caller location ( CallLatitude) from either fixed or mobile networks gathered from the network, through subscriber databases, or gathered from a Caller Interaction (the Access carrier, country, city or postal code of the caller);
- Real-time Interaction with Customer Databases through XML Web Services
- Schedules and Calendars;
- White and Black lists of callers, or Real-time consolidated lists of hyper-active callers;
- Type of call, Voice or Fax, etc...



Our  PBXchange services let you interact with callers through Automated Attendants (Prompts, DTMF menus & submenus), transfer to a  Voicemail, a  ConferenceCall, a  IVResponse (TTS & ASR enabled), a  VoicePortal or a  CallSurvey extension, route calls to any fixed or mobile line or IP destination, to a single destination or to multiple destinations at a time (one-to-many) or reroute calls on a busy, a no-answered call, or a fallover, etc...

You can upload your ready-made prompts through our web-based management interface, use our online voice prompt recording tool or simply use our  TTSpeech services and generate them in as many languages as you need.

Our  PBXchange services recognize Voice and Fax Calls and treat them accordingly.

In case a Fax Call is received, it's automatically treated by our  FAXGateway services.

Creating your own  PBXchange service, your company Dial-by-name Directory, redirecting calls to your employee Voicemail if they are busy is just a few clicks away. Want to make your business even more reliable and treat severe failures of your in-house voice systems? Create dedicated Disaster Recovery Voice services with our tools and activate them in a matter of seconds online, to face for example a Call Centre Black-out

Screen efficiently your business from traffic summaries down to a single call detail with our online Real-time reports ( CallAnalytics) or directly from a tailored Android, IOS or BlackBerry application on your Smartphone ( VoiceApps).



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You do not need neither a PBX, ACD nor a call recorder in your company anymore. If you are planning to invest in your PBX, because you want to improve your telecommunication services: FORGET IT! With DIALOGA GROUP and through the Web you will now have all PBX services ONLINE. You will no longer depend on the installations in your company. From now on all your telecommunication systems will be ONLINE, thus, you will not need to invest in VoIP terminals or change your telephones. Manage all you need online and focus your efforts on the most important: Speak and listen! We will build your call queues, mailboxes and ACD systems online. We will provide you with real-time statistics and also give you fax services without fax machines. Additionally, you will be able to listen and monitor the conversations in your call centre in real-time, just as the operators speak. And all this ONLINE. WITHOUT ANY INVESTMENT.

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Manage all your telephone numbers from London, Birmingham, Liverpool, Glasgow, Edinburgh, Manchester and from abroad from one single platform. DIALOGA GROUP provides you with numbers from all over Europe, Asia and America, so that you can be closer to your customers. You will be able to manage all your telecommunication services online no matter where you are. You will monitor and manage the calls of the central office as well as of your branches at a time. Having your customer care service centralised will enable you to cut costs of the customer service. Moreover, you will have access to the statistics of the calls of all your offices and work centres at anytime. All these services and much more without investing in expensive VoIP circuits and without additional costs of call forwarding.

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Remote ACD, so your agents can work wherever you wish.

You do not need any special Hardware or Software for our ACD solution. Your branch cannot invest in a PBX? Your remote agent has a telephone but you do not want to set a data circuit to your head office? Your agents answer the calls at home or in the street from their mobile? Or maybe they work abroad? Now you will find it so simple. You do not have to invest in data circuits anymore. With our solutions you will be able to create many skillsets, no matter where the agents are located. DIALOGA GROUP will provide you with a remote call distribution management system, thus you will no longer have to invest in expensive ACD. Moreover, your agents will be able to connect from any place and any phone, managing the calls through the telephone or online.

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In these hard times of crisis many companies struggle to cut costs. Are you aware that the INCOMING calls in your business are an income source for your telecommunications operator? Are you aware that when you transfer an incoming call, you not only generate a second income for your operator, but you also use two lines? With our solutions you will not only improve your contact centre services, but you will also receive some payout for the inbound calls. From now on you will no longer provide your telephone operator and hardware provider with the income you generate, but you will keep the payout for yourself, as we as an operator will share it with you.

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It is very likely that during the past years of technological inefficiency you were offered VoIP network, so that you could transfer calls to your branches. Thus, you invested in gateways and VoIP terminals in all your branches. You were investing in more and more solutions, which finally grew up to a significant investment. You will no longer have to turn into a small telecommunications operator. DIALOGA GROUP offers you all the telecommunication services online. If you use our ACD (Automated Call Distribution), you will be able to divert the calls to your branches or to external companies simply by using your telephone keypad. All this without additional costs and occupying more than one line, as the call management will be processed in our systems and not in your company. Thus, you will have all your telecommunication systems online and you will no longer have to invest in telecom installations and maintenance.

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You do not need to have neither a PBX, ACD, nor a call recorder in your company anymore.

Unify all your local and international telephones of your company.

Remote ACD, so that your agents work wherever you wish.

Payouts for calls received.

Call recording and listening for free.

Free call transfer between your branches WITH NO VOIP NETWORK REQUIRED.

Multi-language speech recognition.

Multi-language speech synthesis systems.

Voice mail and virtual secretary.

Your fax without any fax machine.

Incoming calls to the intelligent network, local and international numbers and VoIP.

Multi-language speech recognition

We now offer you automation and semi-automation processes through our ASR services: card code reading, bank data uploading, promotional codes validation, work vouchers generation, messaging systems tracking, booking systems through appointments and much more. All these services are at hand without server installations or licenses. You will be able to create, develop and manage the service through a web-based management tool. In addition, you will access the statistics in real-time and control the inbound and outbound calls. DIALOGA GROUP offers you a voice recognition system in multiple languages:

German	Russian	Spanish	Polish
English	Italian	Portuguese	Czech
French	Dutch	Greek	Slovak

If you are interested in these services please [CLICK HERE](#).



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Incoming calls to the intelligent network, local and international numbers and VoIP.

With DIALOGA GROUP you will be able to unify all types of numbering: your geographic numbering, intelligent Network numbering (1805 ...), as well as the numbering of your subsidiaries in other countries. You will be able to manage your telephone network with just one click. If you do not choose DIALOGA GROUP, you will have to invest in various gateways each time a new telecommunication platform appears. With DIALOGA GROUP you will not need to invest in anything, as DIALOGA enables you to receive calls from SKYPE and GOOGLE VOICE without any installations.

If you are interested in these services please [CLICK HERE](#).


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DIALOGA GROUP is a Telco Carrier that provides Carrier-Grade CloudTelephony® services delivered through a Software-as-a-Service (SaaS) business model.

DIALOGA GROUP handles efficiently over 120 millions minutes per month.

DIALOGA GROUP has more than 15 years of experience in providing communication solutions.

DIALOGA GROUP controls the overall Value Chain:

- Local Markets & Telco Regulations;
- Interconnections, Signalling, Charging & Billing;
- Value-Added Services;
- Converged User Interface (legacy PC and mobile);
- Support, etc.

Our services include:

- ☁ Call Recording and Monitoring;
- ☁ PBX outsourcing;
- ☁ Efficient distribution of calls to agents;
- ☁ Voice Portals;
- ☁ Competitive management of Call Centres, Audit, and Back-Up;
- ☁ Voice recognition and synthesis;
- ☁ Conference systems;
- ☁ Fax management;
- ☁ Home working.

DIALOGA GROUP CloudTelephony® Services increase your business efficiency, scalability and reliability, provide you management facilities, enable you to expand your business internationally while controlling and reducing your operative costs, without installations, or local expenses on your side.

Never mind what your industry, your size and location are, DIALOGA GROUP CloudTelephony® Value Added Services bring Strategic value to your company.



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PAYMENTS FOR SERVICES IN GERMANY

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0800 Freephone	Fixed Access	-0,03 €/min
	Mobile Access	-0,11 €/min
01801 Revenue Share	0,0328 €/min	0,01 €/min
01803 Revenue Share	0,0756 €/min	0,03 €/min
01805 Revenue Share	0,1176 €/min	0,07 €/min

PAYMENTS FOR VOICE SERVICES IN FRANCE

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0800/0805 Freephone		-0,03 €/min
0810/0811 Revenue Share	Local Call	0,01 €/call
0820/0821 Revenue Share	0,0990 €/min	0,06 €/min
0825/0826 Revenue Share	0,1250 €/min	0,08 €/min
0892 Premium Rate Service	0,2820 €/min	0,216 €/min
0899 Premium Rate Service	1,128 €/call + 0,282 €/min Fixed access	0,93 €/call + 0,215 €/min
	Mobile access	0,93 €/call + 0,205 €/min

PAYMENTS FOR VOICE SERVICES IN ITALY

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
800 Freephone	Fixed access	-0,02 €/min
	Mobile access	-0,20 €/min
199 Revenue Share	0,26 €/min Fixed access	0,10 €/min
	Mobile access	0,05 €/min

PAYMENTS FOR VOICE SERVICES IN SWITZERLAND

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
800 Freephone	Fixed access	-0,04 €/min
	Mobile access	-0,14 €/min
0848 Revenue share	National Call	0,01 €/min
0900 Premium Rate Service	0,50 CHF/min VAT inc.	0,24 €/min
0900 Premium Rate Service	1,00 CHF/min VAT inc.	0,55 €/min
0900 Premium Rate Service	1,19 CHF/min VAT inc.	0,68 €/min

PAYMENTS FOR VOICE SERVICES IN NETHERLANDS

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0800 Freephone	Fixed access	-0,04 €/min
	Mobile access	-0,33 €/min
0900 Premium Rate Service	0,0840 €/min (0,10€/min IVA Inc.)	0,045 €/min
	0,1261 €/min (0,15€/min IVA Inc.)	0,08 €/min
	0,2521 €/min (0,30€/min IVA Inc.)	0,19 €/min
	0,4202 €/min (0,50€/min IVA Inc.)	0,34 €/min

PAYMENTS FOR SERVICES IN THE UNITED KINGDOM

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0800 Freephone		-0,025 £/min
0845 NTS	Local Call	0,005 £/min
0843/0844 NTS	0,0085 £/min (1p)	0,002 £/min
	0,0170 £/min (2p)	0,011 £/min
	0,0255 £/min (3p)	0,020 £/min
0843/0844 NTS	0,0340 £/min (4p)	0,028 £/min
	0,0426 £/min (5p)	0,035 £/min
0871/0872 /0873 NTS	0,0510 £/min (6p)	0,045 £/min
	0,0595 £/min (7p)	0,054 £/min
0871/0872 /0873 NTS	0,0681 £/min (8p)	0,062 £/min
	0,0766 £/min (9p)	0,070 £/min
0871/0872 /0873 NTS	0,0851 £/min (10p)	0,080 £/min

PAYMENTS FOR VOICE SERVICES IN PORTUGAL

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
800 Freephone	Fixed Access	-0,04 €/min
	Mobile Access	-0,20 €/min
808 Shared Cost	Fixed Access	-0,015 €/min
	Mobile Access	-0,16 €/min
707 IN	0,10 €/min	0,04 €/min
760 Concurso	0,60 €/min	0,47 €/min

PAYMENTS FOR VOICE SERVICES IN BELGIUM

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0800 Freephone	Fixed Access	-0,04 €/min
	Mobile Access	-0,26 €/min
078 Shared Cost	Local Call	0,01 €/min
070 Revenue Share	0,30 €/min	0,15 €/min
0900 Premium Rate Service	0,50 €/min VAT inc.	0,33 €/min
0902 Premium Rate Service	1,00 €/min VAT inc.	0,72 €/min
0903 Premium Rate Service	1,50 €/min VAT inc.	1,10 €/min
0904 Premium Rate Service	2,00 €/min VAT inc.	1,50 €/min

PAYMENTS FOR VOICE SERVICES IN AUSTRIA

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0820 Revenue Share	0,1667 €/min Fixed access	0,09 €/min
	Mobile access	0,01 €/min

PAYMENTS FOR VOICE SERVICES IN IRELAND

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
0818 IN	0,0711 €/min	0,04 €/min
	0,0455 €/min	

0,4202 €/min (0,80€/min IVA Inc.)	0,53 €/min
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1890 IN	Fixed access	0,02 €/min
	Mobile access	-0,07 €/min
1530 Premium Rate	Fixed access	0,10 €/min

■ PAYOUTS FOR VOICE SERVICES IN USA

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
800 Freephone		-0,04 €/min

■ PAYOUTS FOR VOICE SERVICES IN CHINA

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
400 Freephone		-0,25 €/min

■ PAYOUTS FOR VOICE SERVICES IN RUSSIA

NUMBERING TYPE	CALLER COST (net of VAT and setup cost)	YOUR PAYOUT (net of VAT)
8 800 Freephone	Fixed Access	-0,06 €/min
	Mobile Access	-0,11 €/min

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