



Docket No.: KC-005TM

TRADEMARK

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	:	Opposition No. 122,320
	:	
Initiative Software Limited	:	Customer No.: 34610
	:	
Serial No. 75/639583	:	TM Law Office: 112
	:	
Filed: February 11, 1999	:	Ex. Atty: Irene D. Williams
	:	
For: SYNTELATE	:	

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**SUPPLEMENTAL AMENDMENT**

Box TTAB NO FEE  
Commissioner for Trademarks  
2900 Crystal Drive  
Arlington, VA 22202-3514

Sir:

Please amend the description of the services in International Classes 35 and 42 as follows:

Electronically distributing marketing and promotional material relating to Applicant's software and equipment for call center scripting and call flow processes, all involving customer interaction by call/contact center staff; and consultancy related to implementation, training, workflow and business processes for customer relationship management, call center scripting, and call flow processes, all involving customer interaction by call/contact center staff, in International Class 35; and

Computer consultancy services and computer programming for others relating to Applicant's software packages used in customer relationship management, computer telephony, integrated workflow processes and call scripting, all for customer interaction by call/contact center staff and support services provided in alliance with call/contact center staff, in International Class 42.

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Serial No. 75/639583

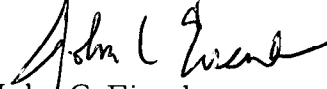
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**REMARKS**

The present application is currently the subject of Opposition No. 122,230. Syntel, Inc. has opposed Registration of the mark. The parties have been negotiating a settlement of the Opposition Proceeding. The parties have agreed to settle the Opposition provided the above-listed amended descriptions for International Classes 35 and 42 are approved by the Trademark Trial and Appeal Board. Accordingly, approval of the amended descriptions is respectfully requested.

Upon notification that the amended descriptions are acceptable, the Opposer will file papers officially terminating the Opposition Proceeding. If Trademark Office personnel have any questions regarding this matter, they are invited to contact the undersigned at the telephone number listed below.

Respectfully submitted,  
FLESHNER & KIM, LLP

  
John C. Eisenhart  
Attorney for Applicant

P.O. Box 221200  
Chantilly, VA 20153-1200  
703 502-9440

**Date: August 25, 2003**  
JCE:lg

**Please direct all correspondence to Customer Number 34610**