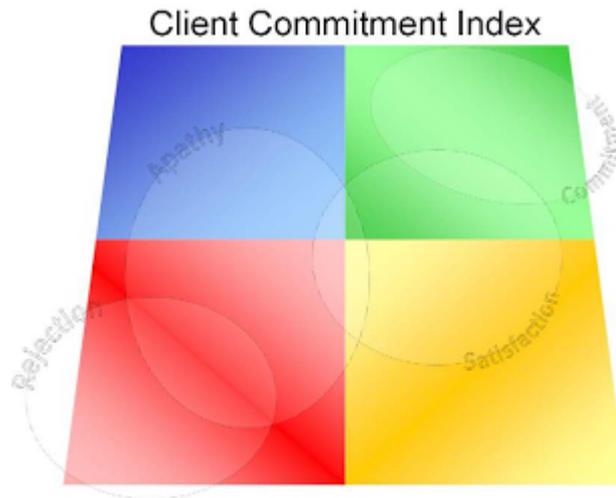


United States of America

United States Patent and Trademark Office



Reg. No. 3,677,855

Registered Sep. 01, 2009

Corrected Sep. 17, 2024

Int. Cl.: 16, 35

Service Mark

Trademark

Principal Register

Relationship Audits Ltd (UNITED KINGDOM PUBLIC LIMITED COMPANY)

1 Vincent Square

London, UNITED KINGDOM SW1P2PN

CLASS 16: Printed business management reports

FIRST USE 12-31-2002; IN COMMERCE 5-31-2006

CLASS 35: Business administration; business appraisal and business research services relating to the measurement of business relationships; business administration, business appraisal and business research services relating to the measurement of supplier, customer, client and intra-business relationships; business consulting services utilizing business relationship modeling to analyze the market opportunities of a given solution; providing statistical information for business purposes

FIRST USE 12-31-2002; IN COMMERCE 5-31-2006

The color(s) blue, green, red, yellow, gray and black is/are claimed as a feature of the mark.

PRIORITY CLAIMED UNDER SEC. 44(D) ON EUROPEAN (EU) OFFICE FOR HARMONIZATION IN THE INTERNAL MARKET (OHIM) APPLICATION NO. 004065504, FILED 10-06-2004

The mark consists of a square divided into four equal squares with the words "CLIENT COMMITMENT INDEX" in black on top of the entire design. The top two squares are blue and green, from left to right, and the bottom two squares are red and yellow, from left to right. On top of the design element as a whole are four transparent ovals outlined in gray. Each of the four ovals contains wording on the lining of the ovals; namely, "REJECTION, APATHY, SATISFACTION and COMMITMENT", from left to right.

No claim is made to the exclusive right to use the following apart from the mark as

Katherine Kelly Vidal

Director of the United States
Patent and Trademark Office



shown: "CLIENT COMMITMENT INDEX"

SER. NO. 78-602,148, FILED 04-05-2005

REQUIREMENTS TO MAINTAIN YOUR FEDERAL TRADEMARK REGISTRATION

WARNING: YOUR REGISTRATION WILL BE CANCELLED IF YOU DO NOT FILE THE DOCUMENTS BELOW DURING THE SPECIFIED TIME PERIODS.

Requirements in the First Ten Years*

What and When to File:

- **First Filing Deadline:** You must file a Declaration of Use (or Excusable Nonuse) between the 5th and 6th years after the registration date. See 15 U.S.C. §§1058, 1141k. If the declaration is accepted, the registration will continue in force for the remainder of the ten-year period, calculated from the registration date, unless cancelled by an order of the Commissioner for Trademarks or a federal court.
- **Second Filing Deadline:** You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between the 9th and 10th years after the registration date.* See 15 U.S.C. §1059.

Requirements in Successive Ten-Year Periods*

What and When to File:

- You must file a Declaration of Use (or Excusable Nonuse) and an Application for Renewal between every 9th and 10th-year period, calculated from the registration date.*

Grace Period Filings*

The above documents will be accepted as timely if filed within six months after the deadlines listed above with the payment of an additional fee.

***ATTENTION MADRID PROTOCOL REGISTRANTS:** The holder of an international registration with an extension of protection to the United States under the Madrid Protocol must timely file the Declarations of Use (or Excusable Nonuse) referenced above directly with the United States Patent and Trademark Office (USPTO). The time periods for filing are based on the U.S. registration date (not the international registration date). The deadlines and grace periods for the Declarations of Use (or Excusable Nonuse) are identical to those for nationally issued registrations. See 15 U.S.C. §§1058, 1141k. However, owners of international registrations do not file renewal applications at the USPTO. Instead, the holder must file a renewal of the underlying international registration at the International Bureau of the World Intellectual Property Organization, under Article 7 of the Madrid Protocol, before the expiration of each ten-year term of protection, calculated from the date of the international registration. See 15 U.S.C. §1141j. For more information and renewal forms for the international registration, see <http://www.wipo.int/madrid/en/>.

NOTE: Fees and requirements for maintaining registrations are subject to change. Please check the USPTO website for further information. With the exception of renewal applications for registered extensions of protection, you can file the registration maintenance documents referenced above online at <http://www.uspto.gov>.

NOTE: A courtesy e-mail reminder of USPTO maintenance filing deadlines will be sent to trademark owners/holders who authorize e-mail communication and maintain a current e-mail address with the USPTO. To ensure that e-mail is authorized and your address is current, please use the Trademark Electronic Application System (TEAS) Correspondence Address and Change of Owner Address Forms available at <http://www.uspto.gov>.