

United States of America

United States Patent and Trademark Office

VISTIO

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Service Mark

Trademark

Principal Register

Realtime Digital Innovations, Inc. (DELAWARE CORPORATION)
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Hampton, VIRGINIA 23669

CLASS 9: Downloadable customer service software for third party businesses, companies, and service providers implementation to serve customer service needs, namely, downloadable software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers; downloadable computer software for providing enhanced customer service interactions using automated artificial intelligence, information management, and database interaction for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered; downloadable customer service software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered for use by third party businesses, companies, and customer service providers; downloadable customer service software for addressing customer questions, inquiries, support needs, and problems; downloadable customer service software to facilitate digital and telephonic customer service interactions; downloadable customer interaction application software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered; downloadable customer service management software for customer relationship management for serving customer interactions of third party businesses, companies, and service providers; downloadable customer interaction application software utilizing artificial intelligence, information management, and database interactions for enhancing customer service for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers; downloadable computer software for providing enhanced customer service interactions in the nature of monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, or database

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Director of the United States
Patent and Trademark Office



interaction systems for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered

FIRST USE 1-4-2021; IN COMMERCE 1-4-2021

CLASS 42: Providing online non-downloadable customer service software for third party businesses, companies, and service providers implementation to serve customer service needs, namely, software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers; providing online non-downloadable computer software for providing enhanced customer service interactions using automated artificial intelligence, information management, and database interaction systems for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered; providing online non-downloadable customer service software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction systems for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered for use by third party businesses, companies, and customer service providers; providing online non-downloadable customer service software for addressing customer questions, inquiries, support needs, and problems; providing online non-downloadable customer service software to facilitate digital and telephonic customer service interactions; providing online non-downloadable customer interaction application software for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered; providing online non-downloadable customer service management software for customer relationship management in the nature of serving customer interactions of third party businesses, companies, and service providers; providing online non-downloadable customer interaction application software utilizing artificial intelligence, information management, or database interactions for enhancing customer service for monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction systems for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered; providing online non-downloadable computer software for providing enhanced customer service interactions in the nature of monitoring, addressing, controlling, and facilitating communication between a service third party business and its customers through automated artificial intelligence, information management, and database interaction for authenticating, managing, and facilitating digital and telephonic customer service interactions, addressing customer questions, inquiries, support needs, and problems, and reducing and resolving issues encountered

FIRST USE 1-4-2021; IN COMMERCE 1-4-2021

THE MARK CONSISTS OF STANDARD CHARACTERS WITHOUT CLAIM TO ANY PARTICULAR FONT STYLE, SIZE OR COLOR

SER. NO. 90-383,984, FILED 12-15-2020

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>.