

09-25-2002



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Form PTO-1594 (Rev. 03/01) OMB No. 0651-0027 (exp. 5/31/2002) Tab settings

REGISTRATION STATE TRADEMARKS ONLY

U.S. DEPARTMENT OF COMMERCE U.S. Patent and Trademark Office

To the Honorable Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies): ServiceWare Technologies, Inc. 9-20-02

- Individual(s), Association, General Partnership, Limited Partnership, Corporation-State Delaware, Other

Additional name(s) of conveying party(ies) attached? Yes No

3. Nature of conveyance:

- Assignment, Merger, Security Agreement, Change of Name, Other

Execution Date: July 20, 2001

2. Name and address of receiving party(ies)

Name: Right Answers LLC Internal Address:

Street Address: 333 Allegheny Avenue

City: Oakmont State: PA Zip: 15139

- Individual(s) citizenship, Association, General Partnership, Limited Partnership, Corporation-State, Other Delaware Limited Liability Company

If assignee is not domiciled in the United States, a domestic representative designation is attached: Yes No (Designations must be a separate document from assignment) Additional name(s) & address(es) attached? Yes No

4. Application number(s) or registration number(s):

A. Trademark Application No.(s)

B. Trademark Registration No.(s)

2515172, 2191831, 2020849

Additional number(s) attached Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Rose Auslander, Esq.

Internal Address: Carter, Ledyard & Milburn

Street Address: 2 Wall Street

City: New York State: NY Zip: 10005

6. Total number of applications and registrations involved:

7. Total fee (37 CFR 3.41).....\$90

- Enclosed, Authorized to be charged to deposit account

8. Deposit account number:

(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Matha M. Ortiz Name of Person Signing

Signature

9/20/02 Date

Total number of pages including cover sheet, attachments, and document:

09/24/2002 DBYRME 00000157 2515172

01 FC:481 02 FC:482

40.00 DP All documents to be recorded with required cover sheet information to: 50.00 DP Commissioner of Patent & Trademarks, Box Assignments Washington, D.C. 20231

**CONFIRMATORY ASSIGNMENT OF TRADEMARKS**

WHEREAS, ServiceWare Technologies, Inc., a Delaware corporation, with an address of 333 Allegheny Avenue, Oakmont, Pennsylvania 15139-2006 ("Assignor"), was the owner of the trademarks now registered in the United States (attached to this Assignment as Exhibit A);

WHEREAS, RightAnswers LLC, a Delaware limited liability company, located and doing business at 333 Allegheny Avenue, Oakmont, Pennsylvania 15139-2006 ("Assignee"), acquired said registered trademarks and all associated goodwill in said trademarks effective as of July 20, 2001;

WHEREAS, to the best of Assignor's knowledge no proceedings to cancel the registrations were or are pending and no other party makes a claim of ownership to these registrations;

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged, Assignor hereby confirms the assignment to Assignee, effective as of July 20, 2001, of all right, title and interest in and to said trademarks and the above-named applications and registrations therefor, together with the goodwill of the business symbolized by said trademarks, and with all claims that could be asserted by Assignor arising out of or relating to the use or ownership of said trademarks.

SERVICEWARE TECHNOLOGIES, INC.

By: Name: RICHARD LIEBERMANTitle: CFODate: 9/17/02

**EXHIBIT A**

Knowledge-Pak Desktop Suite® - Registration No. 2,191,831

Knowledge-Pak® - Registration No. 2,020,849

RightAnswers® - Registration No. 2,515,172\*

RightAnswers.com™

Knowledge Channels™\*\*\*

\*Application for this trademark was pending, and had not yet issued to registration at time of assignment of such trademark. The mark issued to registration on December 4, 2001.

\*\*Application Serial No. 76/375,541 for registration of this mark has been filed with the U.S. Patent and Trademark Office.

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