

03-06-2003

3603



FORM PTO-1594  
(Rev 5-93)

102381759

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

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

<p>1. Name of conveying party(ies): RIGHTNOW TECHNOLOGIES, INC.</p> <p>Individual(s) citizenship: Association: General Partnership: Limited Partnership: Corporation - State: DELAWARE Other:</p> <p>Additional name(s) of conveying party(ies) attached? [ ] Yes [X] No</p> <p>3. Nature of Conveyance: [ ] Assignment [ ] Merger [X] Security Agreement [ ] Change of Name [ ] Other</p> <p>Execution Date: December 7, 2001</p>	<p>2. Name and address of receiving party(ies): Name: COMERICA BANK-CALIFORNIA Address: 226 AIRPORT PARKWAY City: SAN JOSE State: CA Zip: 95110</p> <p>Individual(s) citizenship: Association: General Partnership: Limited Partnership: Corporation - State: Other: a California banking corporation</p> <p>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) &amp; address(es) attached? [ ] Yes [x] No</p>
--	--

<p>4. Application number(s) or trademark number(s): A. Trademark Application No.(s) 76/409,857</p>	<p>B. Trademark Registration No.(s)</p>
<p>Additional numbers attached? [ ] Yes [X] No</p>	

<p>5. Name and address of party to whom correspondence concerning document should be mailed: Name: Erin O'Brien Internal Address: GRAY CARY WARE &amp; FREIDENRICH 4365 Executive Drive, Suite 1100 San Diego, CA 92121-2133</p>	<p>6 Total number of applications and registrations involved: 1</p> <p>7. Total fee (37 CFR 3.41) . . . . . \$ 40.00 [x] Enclosed [ ] Authorized to be charged to deposit account</p> <p>8. Deposit account number: (Attach duplicate copy of this page if paying by deposit account)</p>
--	---

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.

<p>Erin O'Brien Name of Person Signing</p>	<p>Signature</p>	<p>March 5, 2003 Date</p>
<p>Total number of pages comprising cover sheet: [ 6 ]</p>		

Mail Documents to be recorded with required cover sheet information to:  
U.S. Patent and Trademark Office, Office of Public Records  
1213 Jefferson Davis Highway, 3rd Floor  
Arlington, VA 22202

03/07/2003 TDIRZ1 00000002 76409857  
01 FC:8521 40.00 DP

PA\10205561.2  
1090371-968100

TRADEMARK  
REEL: 002684 FRAME: 0285

# INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Intellectual Property Security Agreement is entered into as of December 7, 2001, by and between COMERICA BANK-CALIFORNIA ("Bank") and RIGHTNOW TECHNOLOGIES, INC., a Delaware corporation formerly known as Net Profit, Inc. ("Grantor").

## RECITALS

A. Bank has agreed to make certain advances of money and to extend certain financial accommodations to Grantor (the "Loans") in the amounts and manner set forth in that certain Loan and Security Agreement by and between Bank and Grantor dated of even date herewith (as the same may be amended, modified or supplemented from time to time, the "Loan Agreement"; capitalized terms used herein are used as defined in the Loan Agreement). Bank is willing to make the Loans to Grantor, but only upon the condition, among others, that Grantor shall grant to Bank a security interest in certain Copyrights, Trademarks and Patents to secure the obligations of Grantor under the Loan Agreement.

B. Pursuant to the terms of the Loan Agreement, Grantor has granted to Bank a security interest in all of Grantor's right, title and interest, whether presently existing or hereafter acquired, in, to and under all of the Collateral.

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged, and intending to be legally bound, as collateral security for the prompt and complete payment when due of its obligations under the Loan Agreement, Grantor hereby represents, warrants, covenants and agrees as follows:

## AGREEMENT

To secure its obligations under the Loan Agreement and under all other agreements now existing or hereafter arising between Grantor and Bank, Grantor grants and pledges to Bank a security interest in all of Grantor's right, title and interest in, to and under its Intellectual Property Collateral (including without limitation those Copyrights, Patents and Trademarks listed on Schedules A, B and C hereto), and including without limitation all proceeds thereof (such as, by way of example but not by way of limitation, license royalties and proceeds of infringement suits), the right to sue for past, present and future infringements, all rights corresponding thereto throughout the world and all re-issues, divisions continuations, renewals, extensions and continuations-in-part thereof. This Agreement grants only the security interest herein described, is not intended to and does not effect any present transfer of title of any trademark registration or application and makes no assignment and grants no right to assign or perform any other action with respect to any intent to use trademark applications, unless such action is permitted under 15 U.S.C. § 1060.

This security interest is granted in conjunction with the security interest granted to Bank under the Loan Agreement. The rights and remedies of Bank with respect to the security interest granted hereby are in addition to those set forth in the Loan Agreement and the other Loan Documents, and those which are now or hereafter available to Bank as a matter of law or equity. Each right, power and remedy of Bank provided for herein or in the Loan Agreement or any of the Loan Documents, or now or hereafter existing at law or in equity shall be cumulative and concurrent and shall be in addition to every right, power or remedy provided for herein and the exercise by Bank of any one or more of the rights, powers or remedies provided for in this Intellectual Property Security Agreement, the Loan Agreement or any of the other Loan Documents, or now or hereafter existing at law or in equity, shall not preclude the simultaneous or later exercise by any person, including Bank, of any or all other rights, powers or remedies.

Grantor represents and warrants that Exhibits A, B, and C attached hereto set forth any and all intellectual property rights in connection to which Grantor has registered or filed an application with either the United States Patent and Trademark Office or the United States Copyright Office, as applicable.

This Agreement may be executed by facsimile and in two or more counterparts, each of which shall be deemed an original but all of which together shall constitute the same instrument.

IN WITNESS WHEREOF, the parties have cause this Intellectual Property Security Agreement to be duly executed by its officers thereunto duly authorized as of the first date written above.

ac  
A,  
or  
L  
G:  
ot  
  
of  
C  
  
ir  
o'  
  
h  
C  
ti  
a  
i  
t  
t  
F  
i  
l

GRANTOR:

RIGHTNOW TECHNOLOGIES, INC.

Address of Grantor:

40 Enterprise Blvd.  
Bozeman, MT 59718

Attn: Ms. Susan Carstensen,  
Chief Financial Officer

By: *Susan J. Carstensen*  
Title: *CEO*

BANK:

COMERICA BANK-CALIFORNIA

Address of Bank:

226 Airport Parkway  
San Jose, CA 95110

Attn: Corporate Banking Center

By: *[Signature]*  
Title: *Vice President*

EXHIBIT A

Copyrights

<u>Description</u>	<u>Registration Number</u>	<u>Registration Date</u>
RightNow Metrics 4.0	Pending	Pending
RightNow Web eService Center	Pending	Pending
RightNow Locator 1.0	Pending	Pending

EXHIBIT B

Patents

<u>Description</u>	<u>Registration/ Application Number</u>	<u>Registration/ Application Date</u>
Temporal updates of relevancy rating of retrieved information in an information search system	09/549,566	04/14/00
Implicit rating of retrieved information in an information search system	09/549,669	04/14/00
Usage based strength between related information in an information retrieval system	09/549,568	04/14/00
Usage based strength between related help topics and context based mapping thereof in a help information retrieval system	09/549,667	04/14/00
Method for clustering automation and classification techniques	10/226,542	08/22/02
Automated adaptive classification system for Bayesian knowledge networks	09/751,934	12/29/00
Display screen for a computer	29/137,368	02/20/01
Method for routing electronic correspondence based on the level and type of emotion contained therein	10/266,180	10/07/02

EXHIBIT C

Trademarks

<u>Description</u>	Registration/ Application <u>Number</u>	Registration/ Application <u>Date</u>
BRILLIANT ANSWERS	76/173,023	11/29/00
RIGHTNOW	2,332,767	3/21/00
RIGHTNOW TECHNOLOGIES (stylized)	2,484,836	9/4/01
SMART ASSISTANT	75/869,921	12/13/99
LOCATOR	76/409,857	05/20/02