

02-13-2004

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Form PTO-1594 (Rev. 10/02) OMB No. 0651-0027 (exp. 6/30/2005) Tab settings

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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): 2.9.04 EASSIST GLOBAL SOLUTIONS, INC.

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

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

- Nature of conveyance: Assignment Merger Security Agreement Change of Name Other

Execution Date: JANUARY 22, 2004

2. Name and address of receiving party(ies) Name: SILICON VALLEY BANK

Internal Address: MAIL SORT HA 155

Street Address: 3003 TASMAN DRIVE

City: SANTA CLARA State: CA Zip: 95054

- Individual(s) citizenship Association General Partnership Limited Partnership Corporation-State DELAWARE Other

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) 2,332,503 76/164,585 76/164,586 76/164,587

B. Trademark Registration No.(s) 76/164,588 76/164,589 76/164,590 76/164,591

Additional number(s) attached Yes No

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

Name: SILICON VALLEY BANK

Internal Address: MAIL SORT HA 155

Street Address: 3003 TASMAN DRIVE

City: SANTA CLARA State: CA Zip: 95054

6. Total number of applications and registrations involved: 9

7. Total fee (37 CFR 3.41) \$ 240.00

- Enclosed Authorized to be charged to deposit account

8. Deposit account number:

DO NOT USE THIS SPACE

9. Signature.

Name of Person Signing

Signature

Date 2-2-04

Total number of pages including cover sheet, attachments, and document: 8

02/12/2004 EDOOPER 0000099 2332503

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

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TRADEMARK REEL: 002912 FRAME: 0858

RECORDATION FORM COVER SHEET
TRADEMARKS ONLY

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

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3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name
 Other _____

Execution Date: JANUARY 22, 2004

4. Application number(s) or registration number(s):
A. Trademark Application No.(s) 76/299,805

Additional number(s) attached Yes No

B. Trademark Registration No.(s) _____

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: SILICON VALLEY BANK
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Manibel Arteaga Manibel Arteaga 2-2-04
Name of Person Signing Signature Date

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Commissioner of Patent & Trademarks, Box Assignments
Washington, D.C. 20231

TRADEMARK
REEL: 002912 FRAME: 0859

INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Intellectual Property Security Agreement is entered into as of January 22, 2004 by and between SILICON VALLEY BANK ("Bank") and EASSIST GLOBAL SOLUTIONS, INC. ("Grantor").

RECITALS

A. Bank has agreed to make certain advances of money and to extend certain financial accommodation to Grantor (the "Loans") in the amounts and manner set forth in that certain Amended and Restated 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, Patents, and Mask Works 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, 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, Trademarks and Mask Works listed on Schedules A, B, C, and D 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 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.

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.

Address of Grantor:

9330 Scranton Road, Suite 450
San Diego, California 92121

Attn: Chief Financial Officer

GRANTOR:

EASSIST GLOBAL SOLUTIONS, INC.

By: 

Title: EVP + CFO

Address of Bank:

4445 Eastgate Mall, Suite 110
San Diego, California 92121

Attn: Manager

BANK:

SILICON VALLEY BANK

By: 

Title: SVP

EXHIBIT A

Copyrights

<u>Title</u>	<u>Registration/ Application Number</u>	<u>Registration/ Application Date</u>
Integrated Customer Response System	TX-5-517-780	10/17/01
Electronic Media Dispatcher	TX-5-547-994	10/17/01
eAssist Message Broker		

EXHIBIT B

Patents

<u>Description</u>	Registration/ Application <u>Number</u>	Registration/ Application <u>Date</u>
Media Dispatcher	09/766883	01/19/01
Integrated Customer Response, System & Method	09/766882	01/19/01
Message Service Method	09/766884	01/19/01

EXHIBIT C

Trademarks

<u>Description</u>	<u>Registration/ Application Number</u>	<u>Registration/ Application Date</u>
eAssist	2,332,503	
eAssist Global Solutions, Inc.	76/164,585	
eAssist Global Solutions, Inc.	76/164,586	
eAssist Global Solutions, Inc.	76/164,587	
eAssist Global Solutions, Inc. (Stylized)	76/164,588	
eAssist Global Solutions, Inc. (Stylized)	76/164,589	
eAssist Global Solutions, Inc. (Stylized)	76/164,591	76/164,590
eAssist	76/164,591	
eAssist	76/299,805	

EXHIBIT D

Mask Works

Description

Registration/
Application
Number

Registration/
Application
Date