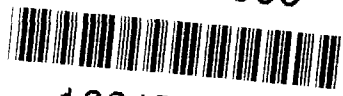


2-10-06

02-15-2006

FORM PTO-1594
(Rev. 07/05)
OMB No. 0651-0027 (exp. 06/30/2008)

REI



103178826

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

To the Director of the U.S. Patent and Trademark Office: Please use the following documents or the new address(es) below.

1. Name of conveying party(ies):
Silicon Valley Bank

Individual(s)
 General Partnership
 Corporation-State DE
 Other

Association
 Limited Partnership

Additional name(s) of conveying parties attached? Yes No

2. Name and address of receiving party(ies): Service Intelligence, Inc.

Additional name(s) of conveying parties attached? Yes No
Name: **Service Intelligence, Inc.**
Internal Address

Street Address: **STE 125, 6940 Fischer Road SE**

City **Calgary**
State **Alberta**
Country **Canada**
Zip **T2HOW3**

3. Nature of conveyance/ Execution Date(s): 01/31/2006

Execution Date(s): 01/31/2006

Assignment
 Security Agreement
 Merger
 Change of Name

Other Release

Association
 General Partnership
 Limited Partnership
 Corporation
 Other

Citizenship
Citizenship
Citizenship
Citizenship
Citizenship

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)

4. Application number(s) or registration number(s) and identification or description of the Trademark:

A. Trademark Application No.(s)

B. Trademark Registration No.(s)
2301959

C. Identification or Description of Trademark(s) (and Filing Date if Application or Registration Number is unknown): **Attached hereto as "Exhibit C"**

Additional sheets attached? Yes No

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

Name: **Silicon Valley Bank**

Internal Address: **Loan Collateral HF154**

Street Address: **3003 Tasman Dr.**

City: **Santa Clara** State: **CA** ZIP: **95054**

Phone Number: **(408) 654-4042**

Fax Number: **(408) 654-6313**

Email Address: **ldc@svbank.com**

6. Total number of applications and registrations involved: 1

7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$40.00


Authorized to be charged by credit card
 Authorized to be charged to deposit account
 Enclosed

8. Payment Information:

a. Credit Card Last 4 Numbers
Expiration Date **02/14/2006** **LMUELLER 00000098 2301959**

b. Deposit Account Number
Authorized User Name **01 FC:0521**

40.00 OP

9. Signature. 
Signature

1/31/2006
Date

John R. Ross
Name of Person Signing

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

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:

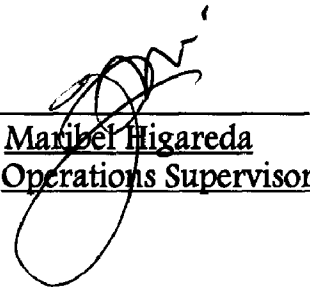
TRADEMARK
REEL: 003299 FRAME: 0666

RELEASE OF SECURITY AGREEMENT COVERING
INTERESTS IN TRADEMARKS

Silicon Valley Bank ("Secured Party"), hereby releases its security interest in the interests of **Service Intelligence, Inc.** ("Assignor") in the trademarked works set forth in that certain **Addendum to Intellectual Property Security Agreement** dated, January 4, 2002, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on November 2, 2003, Reel 002856, Frame 0834.

Dated: **January 31, 2006**

SILICON VALLEY BANK

By: 
Name: Maribel Higareda
Title: Operations Supervisor

GA

ADDENDUM TO INTELLECTUAL PROPERTY SECURITY AGREEMENT

This Addendum to Intellectual Property Security Agreement is executed pursuant to, and is an addendum to, an Intellectual Property Security Agreement, dated January 4, 2002. This Addendum to Intellectual Property Security Agreement is presented for recordation as constructive notice that SERVICE INTELLIGENCE, INC. ("Assignor"), with its principal office at 5400 Laurel Springs Parkway, Suite 602, Suwanee, GA 30024, the owner of the intellectual property identified in the exhibits attached hereto, has granted to SILICON VALLEY BANK ("Assignee"), with its principal office at 3003 Tasman Drive, Santa Clara, CA 95054, a security interest in the intellectual property, and the exclusive rights comprised in the intellectual property, to secure payment of a debt.

IN WITNESS WHEREOF, Assignor has executed this Addendum to Intellectual Property Security Agreement as of July 30, 2003.

SERVICE INTELLIGENCE, INC.


By: 
Name: R. HOLTACKERS
Title: VP

Exhibit "A" attached to that certain Addendum to Intellectual Property Security Agreement dated July 30, 2003.

EXHIBIT "A"
COPYRIGHTS

SCHEDULE A - ISSUED COPYRIGHTS

<u>COPYRIGHT DESCRIPTION</u>	<u>REGISTRATION NUMBER</u>	<u>DATE OF ISSUANCE</u>
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SCHEDULE B - PENDING COPYRIGHT APPLICATIONS

<u>COPYRIGHT DESCRIPTION</u>	<u>APPLICATION NUMBER</u>	<u>DATE OF FILING</u>	<u>DATE OF CREATION</u>	<u>FIRST DATE OF PUBLIC DISTRIBUTION</u>
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SCHEDULE C - UNREGISTERED COPYRIGHTS (Where No Copyright Application is Pending)

<u>DESCRIPTION</u>	<u>CREATION</u>	<u>DISTRIBUTION FROM ASSIGNOR</u>	<u>ASSIGNOR</u>
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Exhibit "B" attached to that certain Addendum to Intellectual Property Security Agreement dated July 30, 2003.

EXHIBIT "B"
PATENTS

<u>PATENT</u> <u>DESCRIPTION</u>	<u>DOCKET NO.</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>FILING DATE</u>	<u>STATUS</u>
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TRADEMARK
REEL: 003299 FRAME: 0670

Exhibit "C" attached to that certain Addendum to Intellectual Property Security Agreement dated July 30, 2003.

EXHIBIT "C"
TRADEMARKS

<u>TRADEMARK DESCRIPTION</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO</u>	<u>STATUS</u>
Service Intelligence	USA	75-560,805	2,30,959	Registered

Exhibit "D" attached to that certain Addendum to Intellectual Property Security Agreement dated July 30, 2003.

EXHIBIT "D"
SERVICE MARKS

<u>SERVICE MARK</u> <u>DESCRIPTION</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>REG. NO</u>	<u>STATUS</u>
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RECORDED: 02/10/2006

TRADEMARK
REEL: 003299 FRAME: 0672