

10-13-06

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

10-16-2006



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

To the Director of the U.S. Patent and Trademark Office

103322112

Additional documents or the new address(es) below.

1. Name of conveying party(ies):
Silicon Valley Bank
3003 Tasman Drive
Santa Clara, CA 95054

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

Name of receiving party(ies):
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**

OFFICE OF PUBLIC RECORDS
RECEIVED 13 FEB 2006
FINANCE SECTION

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

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

Assignment Merger
 Security Agreement Change of Name
 Other: **Release**

Association Citizenship
 General Partnership Citizenship
 Limited Partnership Citizenship
 Corporation Citizenship
 Other 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): 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: **UT 300**
Street Address: **4750 West 2100 South 3rd Floor**
City: **Salt Lake City** State: **UT** ZIP: **84120**
Phone Number: **(801) 977-3613**
Fax Number: **(801) 973-7976**
Email Address: **amdc@svbank.com**

6. Total number of applications and registrations involved: 1

7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$ 0 (fees collected)
 Authorized to be charged by credit card
 Authorized to be charged to deposit account
 Enclosed
 None Required (government interest not affecting title)

8. Payment Information:
a. Credit Card Last 4 Numbers _____
Expiration Date _____
b. Deposit Account Number _____
Authorized User Name _____

9. Signature. 10/13/06
Signature Date

Clint Heaps Total number of pages including cover sheet, attachments, and document: _____
Name of Person Signing

Documents to be recorded (including cover sheet) should be faxed to (571) 273-0140, or mailed to:
Mail Stop Assignment Recordation Services, Director of the USPTO, P.O. Box 1450, Alexandria, VA 22313-1450

TRADEMARK
REEL: 003410 FRAME: 0427

21916

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

REC

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

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 General Partnership Limited Partnership
 Corporation-State DE
 Other

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State **Alberta**
Country **Canada**
Zip **T2HOW3**

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 Security Agreement Change of Name

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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

02/13/2006 **DBYRNE** 00000062 2301959
01 FC:8521 (40.00 DP)

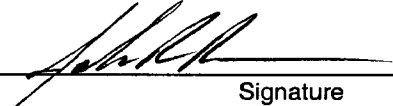
5. Name and address of party to whom correspondence concerning document should be mailed:

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
b. Deposit Account Number
Authorized User Name

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**

OFFICE OF PUBLIC RECORDS
REGISTERED - 9 AM 7:32
FINANCE SECTION

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

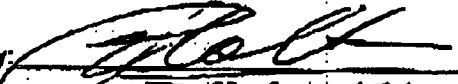
TRADEMARK
REEL: 003410 FRAME: 0428

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 6940 Fisher Road, Suite 125, Calgary AB T2H0W3 Canada, 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 14, 2003.

SERVICE INTELLIGENCE, INC.

By: 
Name: ROBERT HOLTACKER
Title: VICE PRESIDENT

JUL 16 03 03:31p

Service Intelligence Inc. 6785134869

p. 5

Exhibit "A" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 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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TRADEMARK

REEL: 003410 FRAME: 0430

Jul 16 03 03:31p Service Intelligence Inc. 6785134869

Exhibit "B" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 2003.

EXHIBIT "B"
PATENTS

<u>PATENT DESCRIPTION</u>	<u>DOCKET NO.</u>	<u>COUNTRY</u>	<u>SERIAL NO.</u>	<u>FILING DATE</u>	<u>STATUS</u>
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Exhibit "C" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 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	2381859	Registered

2301959

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JUL 16 03 03:31p

Service Intelligence Inc. 6785134868

P.9

Exhibit "D" attached to that certain Addendum to Intellectual Property Security Agreement dated July 16, 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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TRADEMARK

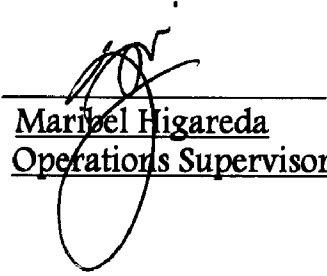
REEL: 003410 FRAME: 0433

RELEASE OF SECURITY AGREEMENT COVERING
INTERESTS IN TRADEMARKS

Silicon Valley Bank ("Secured Party"), hereby releases its security interest in the interests of **Service Intellegence, Inc.** ("Assignor") in the trademarked works set forth in that certain **Addendum to Intellectual Property Security Agreement** dated, July 14, 2003, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on August 05, 2003, Reel 002795, Frame 0911.

Dated: **January 31, 2006**

SILICON VALLEY BANK

By: 
Name: Maribel Higareda
Title: Operations Supervisor

h:\docs\ipagrmts\3release

RECORDED: 10/13/2006

TRADEMARK
REEL: 003410 FRAME: 0434