

10-16-2006



To the Director of the U.S. Patent and

documents or the new address(es) below.

103322115

receiving party(ies):

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

Name: **SER Solutions, Inc.**

Internal Address:

Street Address: 21680 Ridgetop Circle

City: **Dulles**

State: **VA**

Country **USA**

Zip: **20166**

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)

OFFICE OF PUBLIC RECORDS
2006 OCT 13 PM 12:41
FINANCE SECTION

1. Name of conveying party(ies):

Silicon Valley Bank
3003 Tasman Drive
Santa Clara, CA 95054

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

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

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

Execution Date(s): 01/23/2006

- Assignment
- Security Agreement
- Merger
- Change of Name

Other: **Release**

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

A. Trademark Application No.(s)

75899700 75113548 76094662

76094665 78062025 76182171

76191485 75723743 76191383

76094666 76191382

76296722 75394063

B. Trademark Registration No.(s)

1473998 2460705 2641204 2637571

2391972 2633470 2630350 2623522

2764874 2854231 2815348 2919267

2879866 2882113 2886905 2554212

1555518 2427807 2209979 2638461

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: 33

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.

Clint Heaps
Name of Person Signing

10/2/06
Date

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

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

2/6/06

02-23-2006



103183259

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

RECORD

TRA

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

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

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

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

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

2. Name and address of receiving party(ies): **SER Solutions, Inc.**
Additional name(s) of conveying parties attached? Yes No
Name: **SER Solutions, Inc.**
Internal Address ATTN: Controller
Street Address: **21680 Ridgetop Circle**
City **Dulles**
State **VA**
Country **USA**
Zip **20166**

3. Nature of conveyance/ Execution Date(s): **01/23/2006**

Execution Date(s): **01/23/06**

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)

OFFICE OF SUPPLY RECORDS
2006 FEB 15 PM 3:33
FINANCE SECTION

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)			
75899700	75113548	76094662	1473998	2460705	2641204	2637571
76094665	78062025	76182171	2391972	2633470	2630350	2623522
76191485	75723743	76191383	2764874	2854231	2815348	2919267
76094666	76191382		2879866	2882113	2886905	2554212
76296722	75394063		1555518	2427807	2209979	2638461

C. Identification or Description of Trademark(s) (and Filing Date if Application or Registration Number is unknown): Smart-Pace, Smart-Key, Sound and Screen, Centenium, Doxsys, Cue Contact Universal Exchange, Virtual Center Forecaster, Cybernetics, Full contact, JCode, The Contact Center Authority, Portal Connect, Fluency, Ser Solutions, SER, Serinteract, Knowledge Changes Everything, K2P.

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: **Idc@svbank.com**

6. Total number of applications and registrations involved: 33

7. Total fee (37 CFR 2.6 (b)(6) & 3.41): \$840.00
 Authorized to be charged by credit card
 Authorized to be charged to deposit account
 Enclosed

8. Payment Information:

a. Credit Card Last 4 Numbers: **8211/2006 LMUELLER 00000075 75899700**
Expiration Date: **01/01/05 to 02/28/06**
Authorized User Name: **FC:8522**

b. Deposit Account Number
Authorized User Name

40.00 OP
800.00 OP

9. Signature. Signature
John R. Ross Name of Person Signing
Date: **2/6/2006**
Total number of pages including cover sheet, attachments, and document: **15**

**RELEASE OF SECURITY AGREEMENT COVERING
INTERESTS IN TRADEMARKS**

Silicon Valley Bank ("Secured Party"), hereby releases its security interest in the interests of **SER Solutions, Inc.** ("Assignor") in the trademarked works set forth in that certain **Loan And Security Agreement** dated, September 14, 2001, executed by Assignor in favor of Secured Party recorded with the United States Department of Commerce, Patent and Trademark Office on November 13, 2001, Reel 2432, Frame 0522.

Dated: **January 23, 2006**

SILICON VALLEY BANK

By: Maribel Higareda
Name: Maribel Higareda
Title: Operations Supervisor