

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
 Stylesheet Version v1.1

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	Security Agreement Termination at Reel 2923 and Frame 0200

**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
Sankaty Advisors, LLC		07/31/2008	LIMITED LIABILITY COMPANY: DELAWARE

**RECEIVING PARTY DATA**

<b>Name:</b>	Stream International Inc.
<b>Street Address:</b>	2220 Campbell Creek Boulevard
<b>Internal Address:</b>	Suite 100
<b>City:</b>	Richardson
<b>State/Country:</b>	TEXAS
<b>Postal Code:</b>	75082
<b>Entity Type:</b>	CORPORATION: DELAWARE

**PROPERTY NUMBERS Total: 12**

Property Type	Number	Word Mark
Registration Number:	2654603	STREAM
Registration Number:	2209396	FAIRFIELD SUITES
Registration Number:	2264799	INTELLECTUAL EDGE
Registration Number:	2447399	IE
Registration Number:	2638860	PEOPLE + METHODOLOGY + TECHNOLOGY
Registration Number:	2655967	THE CUSTOMER EQUATION
Registration Number:	2655968	PEOPLE + METHODOLOGY + TECHNOLOGY = THE CUSTOMER EQUATION
Serial Number:	75702473	STREAM
Serial Number:	75702678	STREAM UNIVERSITY
Serial Number:	76293078	STREAM INDIA
Serial Number:	76332157	PRISM
Serial Number:	78111985	SIMQ

**CH \$315.00 2654603**

CORRESPONDENCE DATA

Fax Number: (617)526-5000  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*  
Phone: 617-526-6154  
Email: huelinh.tran@wilmerhale.com  
Correspondent Name: Barbara A. Barakat, Esq.  
Address Line 1: Wilmer Cutler Pickering Hale and DorrLLP  
Address Line 2: 60 State Street  
Address Line 4: Boston, MASSACHUSETTS 02109

ATTORNEY DOCKET NUMBER:	2200.984.121
NAME OF SUBMITTER:	Barbara A. Barakat
Signature:	/barbara a. barakat/
Date:	08/05/2008

Total Attachments: 27  
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**SECURITY AGREEMENT TERMINATION**

WHEREAS, Stream International, Inc., a Delaware corporation (the "Debtor") and Sankaty Advisors, LLC, a Delaware limited liability company ("Secured Party") entered into a certain Trademark Collateral Security Agreement (the "Security Agreement"), dated as of July 30, 2004, which was recorded in the United States Patent and Trademark Office on August 2, 2004 at Reel 2923 and Frame 0152, that by its terms granted Secured Party a security interest in certain intellectual property (the "Trademarks") listed in the Security Agreement;

WHEREAS, the Debtor and Secured Party entered into a certain Trademark Acknowledgment of Security ("Acknowledgment"), dated as of July 30, 2004, which was recorded in the United States Patent and Trademark Office on August 2, 2004 at Reel 2923 and Frame 0200, that by its terms granted Secured Party a security interest in certain Trademarks listed in the Acknowledgment;

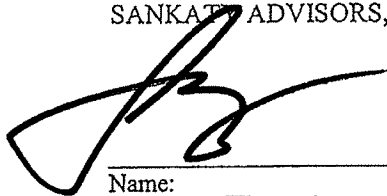
WHEREAS, the Security Agreement and Acknowledgment provides that Secured Party shall execute and deliver to the Debtor a termination of all security interests granted by Debtor upon the payment and full performance in full of all obligations incurred under the loan agreement; and

WHEREAS, the Debtor has or has caused to be paid and satisfied in full the obligations for which the security interest in the Trademarks was granted.

NOW THEREFORE the parties hereto agree that Secured Party hereby releases and/or reassigns to the Debtor the security interest in the Trademarks listed in the attached Schedule A granted to the Secured Party under the Security Agreement and listed on Schedule B of the Acknowledgment. The Secured Party also hereby releases its security interest in the Trademarks.

IN WITNESS WHEREOF the parties hereto by the signature below of their duly authorized representatives agree to be bound by the provisions of this Termination Agreement as of the date of execution, this 31<sup>st</sup> day of July, 2008.

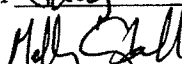
SANKATY ADVISORS, LLC



Name:  
Title: **Timothy Barns**  
**Managing Director**

County of Suffolk  
State of Massachusetts

Then personally appeared the above named Timothy Barns and acknowledged the foregoing act to be his/her free act and deed, before me, this 31<sup>st</sup> day of July, 2008.

  
Notary Public

My commission expires: September 13, 2013

Schedule A


US1DOCS 6761176v2

**TRADEMARK**  
**REEL: 003829 FRAME: 0266**



SCHEDULE A

Trademarks and Service Marks owned by Stream International Inc.  
 † in the name of Stream Services, Inc.

as of December 2003

<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
IE and design † 	India	897372	01/12/00	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationery relating to technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to products improvement and support issues in Class 16	Under examination Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry
INTELLECTUAL EDGE †	India	897374	01/12/00	Printed matter including brochures, pamphlets, manuals, operating instructions, stationery, catalogues, newsletters, user guides, instructional and teaching materials related to customer and technical support services, provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile, namely, identifying and recommending a resolution to technical or other issues, arranging for a resolution or resolving problems experienced by consumers with aspects of their use of technical products or services in Class 16	Under examination Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
MISCELLANEOUS DESIGN Stream U computer terminal logo 	Canada	1125307	12/17/01	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software	Declaration of Use and Registration Fees due 12/17/04
MISCELLANEOUS DESIGN + Stream U computer terminal logo 	India	896813	01/10/00	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationery relating to educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 16	Published Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry
PEOPLE + METHODOLOGY + TECHNOLOGY = THE CUSTOMER EQUATION	European Community	2502870	12/14/01	Customer sales and support services, namely responding to enquiries in the field of computers, computer networks and computer software via telephone and e-mail of others; technical support services, namely troubleshooting and helpdesk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Published
PRISM	Canada	1125306	12/17/01	Customer, sales and technical support services for others in Class 42	Under examination

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
PRISM	European Community	2502847	12/14/01	Customer sales and support services, namely, responding to enquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Published
PRISM	United States	76/332157	10/31/01	Customer, sales and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and email for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Suspended pending disposition of previously filed PRISM applications
Q-VIEW	Canada	1125304	12/17/01	Computer programs by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organizations' internal support operations and help desk functions in Class 9	Under examination
Q-VIEW	India	1067544	12/18/01	Computer programs by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organizations' internal support operations and help desk functions in Class 9	Under examination

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
Q-VIEW	Japan	2001-113008	12/19/01	Computer programs by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organization's internal support operations and help desk functions; other computer programs; downloadable computer programs; applied electronic machines and instruments; electrical communications machines and apparatus; toys for television games for home use; pre-recorded magnetic cards, magnetic sheets, magnetic tapes and compact disks; records in Class 9	Under examination
SIMQ	United States	78/111985	03/01/02	Providing telecommunications connections enabling users to communicate with other users namely, by providing online chat rooms for the transmission of messages among computer users concerning topics of general interest as selected by the user, by providing online electronic bulletin boards for transmission of messages among computer users concerning topics of general interest; and providing real time electronic messaging among computer users in Class 38	Statement of Use to be filed and accepted or 2 <sup>nd</sup> EOT to be filed by 12/24/03
STREAM	Germany Japan Taiwan				Handled by Arnold, White & Durkee.

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
STREAM and design † 	India	897371	01/12/00	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationary relating to educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software, customer support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting service related to product improvement and support issues in Class 16	Under examination Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry
STREAM and design 	United States	75/702473	05/11/99	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41	Statement of Use to be filed and accepted or 3 <sup>rd</sup> Extension to be filed by 04/01/04
STREAM and design 	United States	75/703250	05/11/99	Technical support services, namely, troubleshooting and help desk services of computer hardware and software problems via telephone and email; providing and online database in the field of computer technical support information; consulting services in the field of computer product improvement and support issues in Class 42	Published
STREAM INDIA	Canada	1125305	12/17/01	Customer, sales and technical support services in the field of computers, computer networks and computer software in Class 42	Declaration of Use and Registration Fees due 12/17/03

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
STREAM INDIA	European Community	2502821	12/14/01	Customer sales and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Published
STREAM INDIA	India	1067543	12/18/01	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationery relating to customer, sales and technical support services for others in Class 16	Under examination
STREAM INDIA	Japan	2002-2076	01/16/02	Customer sales and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail; introduction and explanation in functions, operations, etc. of computers or other machinery requiring highly specialized knowledge, technology or experience in order for appropriately handling in accordance with their use in Class 42	Under examination
STREAM INDIA	United States	76/293078	07/31/01	Customer sales and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and email for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Statement of Use to be filed and accepted or 1 <sup>st</sup> EOT to be filed by 01/21/04



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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
STREAM TRAC MAIL †	India	965252	10/20/00	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationary relating to technical support services, namely, computer hardware and software support services; providing online database of technical support information; consulting services related to product improvement and support issues in Class 16	Under examination Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry
STREAM UNIVERSITY	Canada	1125310	12/17/01	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software	Declaration of Use Due 12/17/04
STREAM UNIVERSITY †	India	897373	01/12/00	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationary relating to educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 16	Under examination Filed recordal of mergers to reflect Stream International Inc. holding title; Awaiting confirmation from Registry

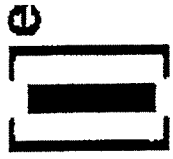

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<u>Mark</u>	<u>Country</u>	<u>Serial No.</u>	<u>Filing Date</u>	<u>Services</u>	<u>Status</u>
STREAM UNIVERSITY	United States	75/702678	05/11/99	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41	Suspended pending outcome of Stream Technology Group's STREAM TECHNOLOGY GROUP and design, 75/320521 and Streams Online Media Development Corporation's STREAMS 75/416836
THE CUSTOMER EQUATION	European Community	2502862	12/14/01	Customer sales and support services, namely, responding to enquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Published

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
IE and design 	Canada	TMA594638	11/13/03	Technical support services, namely, help desk services and troubleshooting of computer hardware and software problems via telephone and email; providing an online database in the field of computer technical support information; consulting services in the field of computer hardware and software product improvement and support issues in Class 42	Renewal due 11/13/18
IE and design 	European Community	001274877	09/25/02	Technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; technical consulting services related to product improvement and support issues in Class 42	Renewal due 08/06/09

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
IE and design 	Japan	4483400	06/22/01	Computer hardware support services, namely, repairing or maintenance of electronic computers (including central processor units, electronic circuits and magnetic discs having computer programs, and other peripheral equipment) in Class 37  Computer software support services; providing information relating to designing, production or maintenance of computer programs; advising on designing, production or maintenance of computer programs; introduction and explanation of functions, operation, etc. of computers or other machinery requiring highly specialized knowledge, technology or experience in order for appropriate handling in accordance with their use in Class 42	Renewal due 06/22/11
IE and design 	United States	2447399	01/05/01	Technical support services, namely, help desk services and troubleshooting of computer hardware and software problems via telephone and email; providing an online database in the field of computer technical support information; consulting services in the field of computer hardware and software product improvement and support issues in Class 42	Section 8 Affidavit due 05/01/07
INTELLECTUAL EDGE	Canada	592361	10/15/03	Providing outsourced computer technical support services, namely, providing consultation and assistance relating to the customers' computer hardware, software and related products; and providing an on-line computer database in the field of technical support information in Class 42	Renewal due 10/15/18

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
INTELLECTUAL EDGE	European Community	850339	12/23/99	Technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to product improvement and support issues in Class 42	Renewal due 06/15/08
INTELLECTUAL EDGE	Japan	4496959	08/10/01	Designing, making or maintenance of computer programs; rental of access time to computer databases; advising in relation to testing or development of new products; introduction and explanation in relation to functions and operation of computers and other machines and apparatus that require highly specialized knowledge, technology or experience for proper operation in accordance with their expected uses in Class 42	Renewal due 08/10/11
INTELLECTUAL EDGE	United States	2264799	07/27/99	Technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to product improvement and support issues in Class 42	Section 8 Affidavit due 07/27/05
MISCELLANEOUS DESIGN † Stream U computer terminal logo	European Community	001462084	05/22/01	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41	Renewal due 01/07/10



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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
MISCELLANEOUS DESIGN + Stream U computer terminal logo 	Japan	4481828	06/15/01	Planning operation and holding of seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software; teaching in seminars for obtaining state qualifications; other teaching of arts, sports or knowledge; display of books and records; rental of books in Class 41	Renewal due 06/15/11
PEOPLE + METHODOLOGY + TECHNOLOGY	Canada	TMA591454	10/03/03	Customer and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and email for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Renewal due 10/03/18
PEOPLE + METHODOLOGY + TECHNOLOGY	European Community	002502904	12/14/01	Customer sales and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Renewal due 12/14/11

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
PEOPLE + METHODOLOGY + TECHNOLOGY	United States	2638860	10/22/02	Customer and support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and email for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Section 8 Affidavit due 10/22/08
PEOPLE + METHODOLOGY + TECHNOLOGY = THE CUSTOMER EQUATION	Canada	TMA.590781	09/25/03	Customer support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Renewal due 09/25/18
PEOPLE + METHODOLOGY + TECHNOLOGY = THE CUSTOMER EQUATION	United States	2655968	12/03/02	Customer support services, namely responding to inquiries in the field of computers, computer networks and computer software via telephone and email for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Section 8 Affidavit due 12/03/08
Q-VIEW	European Community	002503068	07/07/03	Computer programs by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organizations' internal support operations and help desk functions in Class 9	Renewal due 12/14/11
STREAM	Mauritius	A/51 No. 4	02/25/02	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationery including those relating to customer, sales and technical support services in Class 42	Renewal due 08/08/08

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
STREAM	United States	2654603	11/26/02	Computer system installation and repair in Class 37 Arranging for the shipment of goods for others in Class 39 Technical support in the field of personal computer hardware and software in Class 42	Handled by Arnold, White & Durkee, Section 8 Affidavit 11/26/08
STREAM and design 	European Community	001362417	05/04/01	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41; Customer support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to product improvement and support issues in Class 42	Renewal due 10/22/09
STREAM and design 	Japan	4514042	10/19/01	Arranging and conducting seminars, workshops and conferences in the fields of computer systems, networks, databases, hardware and software; other education in Class 41; Computer hardware and software support services; providing access to online databases of technical support information; consulting services related to product improvement and support issues; introduction and explanation in functions, operations, etc of computers or other machinery requiring highly specialized knowledge, technology or experience in order for appropriately handling in accordance with their use in Class 42	Renewal due 10/19/11

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<u>Mark</u>	<u>Country</u>	<u>Reg. No.</u>	<u>Reg. Date</u>	<u>Services</u>	<u>Status</u>
STREAM and design <b>Stream</b>	Mauritius	A/51 No. 5	02/25/02	Printed matter including manuals, hand-books, instructional and teaching material, brochures, catalogues, reports, advertising material and stationery including those relating to customer, sales and technical support services in Class 42	Renewal due 08/06/08
STREAM UNIVERSITY	European Community	001354067	01/25/01	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41	Renewal due 10/22/09
STREAM UNIVERSITY	Japan	4453198	02/16/01	Arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software; teaching at preparatory school; teaching in seminars for obtaining state qualifications; other teaching of arts, sports or knowledge; other education in Class 41	Renewal due 02/16/11
THE CUSTOMER EQUATION	Canada	TMA590460	09/22/03	Customer support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and e-mail in Class 42	Renewal due 09/22/18
THE CUSTOMER EQUATION	United States	2655967	12/03/02	Customer support services, namely, responding to inquiries in the field of computers, computer networks and computer software via telephone and e-mail for others; technical support services, namely, troubleshooting and help desk services of computer hardware, computer network and software problems via telephone and email in Class 42	Section 8 Affidavit due 12/03/08

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Abandoned Service Marks of Stream International Inc.

\* in the name of Rivus Internet Group, Inc.

† in the name of Stream Services, Inc.

as of December 2003

Mark	Country	No.	Date	Services	Status
ELECTRONIC SHREDDER	United States				Application not filed; Stream no longer has an intent to provide service under this name 03/13/98
EMEDIATE	European Community	1227818	09/01/00	Customer and technical support services, provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile, namely, identifying and recommending a resolution to technical or other issues, arranging for a resolution or resolving problems experienced by consumers with aspects of their use of technical products or services in Class 42	No renew per H. Gitter 01/26/01
EMEDIATE	India	866499	07/19/99	Printed matter including brochures, pamphlets, manuals, operating instructions, stationery, catalogues, newsletters, user guides, instructional and teaching materials related to customer and technical support services, provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile, namely, identifying and recommending a resolution to technical or other issues, arranging for a resolution or resolving problems experienced by consumers with aspects of their use of technical products or services in Class 16	Abandoned per H. Gitter 01/26/01

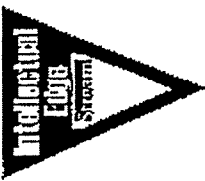
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TRADEMARK

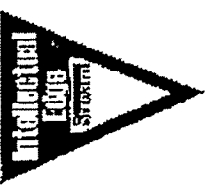

REEL: 003829 FRAME: 0282

Mark	Country	No.	Date	Services	Status
EMEDIATE	Japan	11-60489	07/05/99	Customer and technical support services, provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile, namely, identifying and recommending a resolution to technical or other issues, arranging for a resolution or resolving problems experienced by consumers with aspects of their use of technical products or services an introduction and explanation of functions and methods of operation which requires special knowledge, technique or experience to adequately operate computers and automobiles in accordance with objectives; and computer programming, manufacturing and maintenance services in Class 42	Abandoned per H. Gitter 01/26/01
EMEDIATE	United States	75/670183	03/29/99	Customer and technical support services, provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile, namely, identifying and recommending a resolution to technical or other issues, arranging for a resolution or resolving problems experienced by consumers with aspects of their use of technical products or services in Class 42	Abandoned per H. Gitter 01/26/01
HYDRA	Australia	723446	12/05/96	Outputting material for others over electronic networks, onto magnetic media, or into hard copy printed form	Application abandoned, per T. Foley Groppi 06/13/97
HYDRA	European Community	461871	12/06/96	Corresponds to United States application 75/119966	Application abandoned, per T. Foley Groppi 06/13/97

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<u>Mark</u>	<u>Country</u>	<u>No.</u>	<u>Date</u>	<u>Services</u>	<u>Status</u>
HYDRA	Japan	8-141218	12/12/96	Corresponds to United States application 75/119966	Application abandoned, per T. Foley Groppi 06/13/97
HYDRA	Korea	97-1217	01/31/97	Corresponds to United States application 75/119966	Application abandoned, per T. Foley Groppi 06/13/97
HYDRA	Singapore			Corresponds to United States application 75/119966	Application never filed
HYDRA	Taiwan	85062705	12/10/96	Corresponds to United States application 75/119966	Application abandoned, per T. Foley Groppi 06/13/97
HYDRA	United States	75/119996	06/17/96	Outputting material for others over electronic networks, onto magnetic media, or into hard copy printed form	Application abandoned, per T. Foley Groppi 06/13/97
INSTANT OFFICE	United States	75/257488	03/14/97	Leasing business equipment, namely, computers, modems, printers, facsimile machines, scanners, and copiers; Extended warranties on computer hardware	Application abandoned, per T. Foley Groppi 04/23/98
INTELLECTUAL EDGE STREAM and design 	European Community	1043124	01/15/99	Technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to product improvement and support issues	Abandoned per T. Foley 03/25/99

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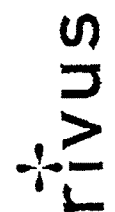
Mark	Country	No.	Date	Services	Status
INTELLECTUAL EDGE STREAM and design 	United States	2265039	07/27/99	Technical support services, namely, computer hardware and software support services; providing access to online database of technical support information; consulting services related to product improvement and support issues	Abandoned per T. Foley 03/25/99
MISCELLANEOUS DESIGN Stream U computer terminal logo 	United States	75783834	08/25/99	Educational services, namely arranging and conducting seminars, workshops and conferences in the field of computer systems, networks, databases, hardware and software in Class 41	Abandoned No response from client to file Statement of Use
Q-VIEW	Mexico	528402	01/18/02	Computer programs by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organizations' internal support operations and help desk functions in Class 9	Abandoned per H. Gitter 02/28/02
Q-VIEW	United States	76/287469	07/18/01	Computer programs for use by information technology specialists in performing help desk functions and for measuring, logging, and cataloging performance of an organizations' internal support operations and help desk functions in Class 9	Abandoned 04/03/03

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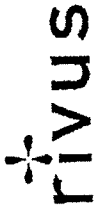
Mark	Country	No.	Date	Services	Status
REACT	United States	75/233271	01/29/97	Providing customer support and complaint resolution services for others in the telecommunication, computer and data technology fields via electronic, telephonic and wireless means in Class 42	Application to be abandoned, per T. Foley Groppi 02/99
RIGHT-FIT	United States	75/233296	01/29/97	Providing computer user support services for others via operation of a call center	Application to be abandoned, per T. Foley Groppi 02/99
RIVUS *	European Community	1897503	10/11/00	Computer services, namely, providing an online information portal, search engines, indices of information, directories, searchable databases, links to other websites and other resources available on computer networks for obtaining technical support training, technology consulting, technology information, technology research and sale of technology products; providing technical and customer support via a global computer network provided via local, national and global information networks, electronic mail, on-line real-time response "live chat", telephone, and facsimile in Class 42	Abandoned per H. Gitter 10/31/01

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Mark	Country	No.	Date	Services	Status
RIVUS *	United States	76(024)62	04/12/00	Computer services, namely, providing an online information portal, search engines, indices of information, directories, searchable databases, links to other websites and other resources available on computer networks for obtaining technical support training, technology consulting, technology information, technology research and sale of technology products; providing technical and customer support via a global computer network provided via local, national and global information networks, electronic mail, on-line real-time response "live chat", telephone, and facsimile in Class 42	Abandoned per H. Gitter 10/31/01
RIVUS and design * 	European Community	1915701	10/11/00	Computer services, namely, providing an online information portal, search engines, indices of information, directories, searchable databases, links to other websites and other resources available on computer networks for obtaining technical support training, technology consulting, technology information, technology research and sale of technology products; providing technical and customer support via a global computer network provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile in Class 42	Abandoned per H. Gitter 10/31/01

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Mark	Country	No.	Date	Services	Status
RIVUS and design * 	United States	76/024200	04/12/00	Computer services, namely, providing an online information portal, search engines, indices of information, directories, searchable databases, links to other websites and other resources available on computer networks for obtaining technical support training, technology consulting, technology information, technology research and sale of technology products; providing technical and customer support via a global computer network provided via local, national and global information networks, electronic mail, on-line real-time response ("live chat"), telephone, and facsimile in Class 42	Abandoned per H. Gitter 10/31/01
STREAM INDIA	Mexico	528681	01/21/02	Customer, sales and technical support services for others in Class 42	Abandoned per H. Gitter 02/28/02

OPPOSITIONS	
Opposing Party/Trademark Name (alpha by mark)	Background
DreamStream/Stream (mark) Application 959734 with ECC.	Letter from Stream's attorney (Tomkins) notifying Stream of DreamStream filing and asking if Stream wants to oppose.
Emediate Networks Inc./Emediate (mark) Application 75/670183 with US.	Letter from Emediate Networks' Attorney notifying Stream of opposition to Stream's filing of Emediate mark.
EI System/IE (Intellectual Edge?-Design) Application 1274877 with ECC. IMA/Intellectual Edge (mark) Application 2264799 with US.	Letter from Stream's attorney (Hale and Dorr) notifying Stream of opposition filing by Estratos Informatica S.L. in Spain based upon Spanish registration of marks EL-System.
ServiceStream.com/Stream (mark) Application 74/662504 with US Imageline, Inc.	Stream sent Cease and Desist Letter in connection with infringement of Stream mark.
CSK Corp./Stream International (mark) Application 070499.1998 with Japan.	Stream sent Cease and Desist Letter.

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Stream Intelligent Networks Corp./Stream (mark) Application No. 1015172 with Canada	Stream's attorney (Blake Cassels) sent letter to attorney for Stream Intelligent Networks Inc. regarding opposition to filing of trademark application by Stream Intelligent Networks Inc.
Streams Online/Stream (mark) Application No. 74/662504 with US.	
StreamServe/Stream (mark) Application No. 1105501 with EEC.	Letter sent by Stream's attorney (Tomkins) regarding possible opposition.
<b>UNREGISTERED MARKS</b>	
(From Corporate Software Incorporated)	(From Stream International Inc.)
Genius of Flexibility	SAMI
Helpline	The Technical Support Specialists
Liveware	Channel Partner
Total Software Support	Technology Partner Program
	Corporate Help Desk Program
	Virtual Call Center
	World-Class Service Quality
	Winback Program
Jurisdictions covered under European Community filings:	
Austria	
Belgium	
Denmark	
Finland	
France	
Germany	
Greece	
Ireland	
Italy	
Luxembourg	
Netherlands	
Portugal	
Scotland (as part of UK)	
Sweden	
Spain	
United Kingdom	
Northern Ireland	

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Schedule B

SCHEDULE B

<u>MARK</u> <u>REGISTRATION NO.</u> <u>OR APPLICATION NO.</u>	<u>REGISTRATION</u> <u>OR FILING DATE</u>	<u>MARK</u>
76/332157	10/31/01	PRISM
78/111985	03/01/02	SIMQ
75/702473	05/11/99	STREAM and design
75/703250	05/11/99	STREAM and design
76/293078	07/31/01	STREAM INDIA
75/702678	05/11/99	STREAM UNIVERSITY
2447399	01/05/01	IE and design
2264799	07/27/99	INTELLECTUAL EDGE
2638860	10/22/02	PEOPLE + METHODOLOGY + TECHNOLOGY
2655968	12/03/02	PEOPLE + METHODOLOGY + TECHNOLOGY = THE CUSTOMER EQUATION
2654603	11/26/02	STREAM
2655967	12/03/02	THE CUSTOMER EQUATION
75/670183	03/29/99	EMEDIATE
75/119996	06/17/96	HYDRA
75/257488	03/14/97	INSTANT OFFICE
2265039	07/27/99	INTELLECTUAL EDGE STREAM and design
75/783834	08/25/99	MISCELLANEOUS DESIGN Stream U computer terminal logo
76/287469	07/18/01	Q-VIEW
75/233271	01/29/97	REACT
75/233296	01/29/97	RIGHT-FIT
76/024162	04/12/00	RIVUS
76/024200	04/12/00	RIVUS and design