

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM359831

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
PLUMCHOICE, INC.		10/23/2015	CORPORATION: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	WESTERN ALLIANCE BANK		
<b>Street Address:</b>	55 ALMADEN BLVD., SUITE 100		
<b>City:</b>	SAN JOSE		
<b>State/Country:</b>	CALIFORNIA		
<b>Postal Code:</b>	95113		
<b>Entity Type:</b>	CORPORATION: ARIZONA		
<b>PROPERTY NUMBERS Total: 6</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Serial Number:</b>	86131280	CHROMATIX	
<b>Registration Number:</b>	4166604	REINVENTING TECHNOLOGY CARE	
<b>Registration Number:</b>	4328601	SERVICETECHZONE	
<b>Registration Number:</b>	3605192	PLUMCHOICE	
<b>Registration Number:</b>	3640585	THE ULTIMATE TECHNOLOGY SERVICE EXPERIEN	
<b>Registration Number:</b>	3814978	SAFELINK	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	6506440520		
<i>Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.</i>			
<b>Phone:</b>	6506483802		
<b>Email:</b>	PATTY@PATTYCHENG.COM		
<b>Correspondent Name:</b>	PATTY CHENG		
<b>Address Line 1:</b>	2625 Middlefield Rd., #215		
<b>Address Line 4:</b>	Palo Alto, CALIFORNIA 94306		
<b>ATTORNEY DOCKET NUMBER:</b>	1-1039		
<b>NAME OF SUBMITTER:</b>	Patty Cheng		
<b>SIGNATURE:</b>	/s/ Patty Cheng		
<b>DATE SIGNED:</b>	10/23/2015		

OP \$165.00 86131280

**Total Attachments: 6**

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AMENDED AND RESTATED  
INTELLECTUAL PROPERTY SECURITY AGREEMENT

This AMENDED AND RESTATED INTELLECTUAL PROPERTY SECURITY AGREEMENT, dated as of October 23, 2015 (the "Agreement") between WESTERN ALLIANCE BANK as successor in interest to Bridge Bank, National Association ("Lender") and PLUMCHOICE, INC., a Delaware corporation and PLUMCHOICE BUSINESS SERVICES, INC., a Delaware corporation (each referred to herein as a "Grantor", and collectively, as the "Grantors") is made with reference to the Loan and Security Agreement, dated as of May 14, 2013 and as amended from time to time between Lender and Grantors (the "Loan Agreement"), and that certain Intellectual Property Security Agreement dated May 14, 2013 between Lender and Grantors (the "Original IPSA"). This Agreement hereby amends and restates, without novation, the Original IPSA. Terms defined in the Loan Agreement have the same meaning when used in this Agreement.

For good and valuable consideration, receipt of which is hereby acknowledged, each Grantor hereby covenants and agrees as follows:

To secure the Obligations under the Loan Agreement, each Grantor grants to Lender a security interest in all right, title, and interest of such Grantor in any of the following, whether now existing or hereafter acquired or created in any and all of the following property (collectively, the "Intellectual Property Collateral"):

(a) copyright rights, copyright applications, copyright registrations and like protections in each work or authorship and derivative work thereof, whether published or unpublished and whether or not the same also constitutes a trade secret, now or hereafter existing, created, acquired or held (collectively, the "Copyrights"), including the Copyrights described in Exhibit A;

(b) trademark and servicemark rights, whether registered or not, applications to register and registrations of the same and like protections, and the entire goodwill of the business of Borrower connected with and symbolized by such trademarks (collectively, the "Trademarks"), including the Trademarks described in Exhibit B;

(c) patents, patent applications and like protections including without limitation improvements, divisions, continuations, renewals, reissues, extensions and continuations-in-part of the same (collectively, the "Patents"), including the Patents described in Exhibit C;

(d) mask work or similar rights available for the protection of semiconductor chips or other products (collectively, the "Mask Works");

(e) trade secrets, and any and all intellectual property rights in computer software and computer software products;

(f) design rights;

(g) claims for damages by way of past, present and future infringement of any of the rights included above, with the right, but not the obligation, to sue for and collect such damages for said use or infringement of the intellectual property rights identified above;

(h) licenses or other rights to use any of the Copyrights, Patents, Trademarks, or Mask Works, and all license fees and royalties arising from such use to the extent permitted by such license or rights;

(i) amendments, renewals and extensions of any of the Copyrights, Trademarks, Patents, or Mask Works; and

(j) proceeds and products of the foregoing, including without limitation all payments under insurance or any indemnity or warranty payable in respect of any of the foregoing.

The rights and remedies of Lender with respect to the security interests granted hereunder are in addition to those set forth in the Loan Agreement, and those which are now or hereafter available to Lender as a matter of law or equity. Each right, power and remedy of Lender provided for herein or in the Loan Agreement, 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 Lender of any one or more of such rights, powers or remedies does not preclude the simultaneous or later exercise by Lender of any other rights, powers or remedies.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

**GRANTORS:**

**LENDER:**

**PLUMCHOICE, INC.**

**WESTERN ALLIANCE BANK**

By:  \_\_\_\_\_

By: \_\_\_\_\_

Name: Robert Badavas

Name: \_\_\_\_\_

Title: President & CEO

Title: \_\_\_\_\_

**PLUMCHOICE BUSINESS SERVICES, INC.**

Address for Notices:

By:  \_\_\_\_\_

Attn: Note Department  
55 Almaden Boulevard, Suite 100  
San Jose, California 95113  
Fax:(408) 282-1681

Name: Robert Badavas

Title: President & CEO

Address for Notices for all Grantors:

900 Chelmsford Street  
Lowell, MA 01851  
Attn: Kevin Rhodes, EVP & CFO  
Fax: (\_\_\_\_) \_\_\_\_\_

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

**GRANTORS:**

**LENDER:**

**PLUMCHOICE, INC.**

**WESTERN ALLIANCE BANK**

By: \_\_\_\_\_

By: CLW

Name: \_\_\_\_\_

Name: Charles Wehr

Title: \_\_\_\_\_

Title: Vice President

**PLUMCHOICE BUSINESS SERVICES, INC.**

Address for Notices:

By: \_\_\_\_\_

Attn: Note Department

Name: \_\_\_\_\_

55 Almaden Boulevard, Suite 100

Title: \_\_\_\_\_

San Jose, California 95113

Fax:(408) 282-1681

Address for Notices for all Grantors:

900 Chelmsford Street

Lowell, MA 01851

Attn: Kevin Rhodes, EVP & CFO

Fax: (\_\_\_\_) \_\_\_\_\_

**TRADEMARK**

**REEL: 005652 FRAME: 0115**

EXHIBIT A  
COPYRIGHTS

Please Check if No Copyrights Exist

<u>Name of Owner</u>	<u>Type of Work:</u>	<u>Title:</u>	<u>Registration Number:</u>	<u>Filing Date:</u>

EXHIBIT B

TRADEMARKS

Please Check if No Trademarks Exist

<u>Description:</u>	<u>U.S. Serial Number:</u>	<u>Filing Date</u>	<u>U.S. Registration Number</u>	<u>Registration Date</u>
CHROMATIX	86/131,280	11/27/13		
REINVENTING TECHNOLOGY CARE	85/299,412	04/19/11	4,166,604	07/03/12
SERVICETECHZONE	77/933,612	02/11/10	4,328,601	04/30/13
PLUMCHOICE	77/422,677	03/14/08	3,605,192	04/14/09
THE ULTIMATE TECHNOLOGY SERVICE EXPERIENCE	77/357,714	12/21/07	3,640,585	06/16/09
SAFELINK	77/357,709	12/21/07	3,814,978	07/06/10

EXHIBIT C

PATENTS

Please Check if No Patents Exist

<u>Title:</u>	<u>Patent Number:</u>	<u>Application Number:</u>	<u>Issue / Publication Date:</u>
Systems and methods for providing a client agent for delivery of remote services	9,077,736	12/842,691	07/07/15
Systems and methods for providing remote services using a cross- device database	8,996,659	12/842,702	03/31/15
Systems and methods for distributing remote technical support via a centralized service	8,811,595	12/699,999	08/19/14
Systems and methods for hybrid delivery of remote and local technical support via a centralized service	8,804,941	12/198,713	08/12/14
Systems and methods for hybrid delivery of remote and local technical support via a centralized service	8,594,304	12/910,507	11/26/13
Systems and methods for distributing remote technical support via a centralized service	7,676,035	12/169,706	03/09/10
Systems and methods for providing hierarchy of support services via desktop and centralized service		13/658,552	10/23/12
Systems and methods for automated server side brokering of a connection to a remote device		13/658,530	10/23/12
Systems and methods for configuring and launching automated services to a remote device		13/658,571	10/23/12
Systems and methods for providing a multi- device, multi-service platform via a client agent		12/842,683	07/23/10