

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM749033

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST

**CONVEYING PARTY DATA**

Name	Formerly	Execution Date	Entity Type
MONROE CAPITAL MANAGEMENT ADVISORS, LLC		08/16/2022	Limited Liability Company: DELAWARE

**RECEIVING PARTY DATA**

<b>Name:</b>	VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC
<b>Street Address:</b>	3875 EMBASSY PARKWAY SUITE 305
<b>City:</b>	AKRON
<b>State/Country:</b>	OHIO
<b>Postal Code:</b>	44333
<b>Entity Type:</b>	Limited Liability Company: DELAWARE
<b>Name:</b>	CALLPROMISE LLC
<b>Street Address:</b>	324 N. 27TH STREET
<b>City:</b>	RICHMOND
<b>State/Country:</b>	VIRGINIA
<b>Postal Code:</b>	23223
<b>Entity Type:</b>	Limited Liability Company: DELAWARE

**PROPERTY NUMBERS Total: 11**

Property Type	Number	Word Mark
<b>Registration Number:</b>	2137640	VIRTUAL HOLD TECHNOLOGY
<b>Registration Number:</b>	3466793	VIRTUAL HOLD
<b>Registration Number:</b>	5609810	VHT NAVIGATOR
<b>Registration Number:</b>	5611616	VHT
<b>Registration Number:</b>	3642622	VHT
<b>Registration Number:</b>	3622776	QUEUEINFO
<b>Registration Number:</b>	5676811	NOTIFICATION SUITE
<b>Registration Number:</b>	4170728	NEVER WAIT ON HOLD AGAIN
<b>Registration Number:</b>	3622775	EYEQEUE
<b>Registration Number:</b>	4205905	CONVERSATION BRIDGE
<b>Registration Number:</b>	5558708	AGENT ASSIST

CH \$290.00 2137640

**CORRESPONDENCE DATA****Fax Number:** 3128622200*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.***Phone:** 3128622000**Email:** luis.moreau@kirkland.com**Correspondent Name:** KIRKLAND & ELLIS LLP / LUIS MOREAU**Address Line 1:** 300 N LASALLE DR**Address Line 4:** CHICAGO, ILLINOIS 60654**ATTORNEY DOCKET NUMBER:** 52007-4**NAME OF SUBMITTER:** LUIS MOREAU**SIGNATURE:** /Luis Moreau/**DATE SIGNED:** 08/16/2022**Total Attachments: 5**

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**RELEASE OF TRADEMARK SECURITY AGREEMENTS**

THIS RELEASE OF TRADEMARK SECURITY AGREEMENT dated as of August 16, 2022 (this “Release”) is made by MONROE CAPITAL MANAGEMENT ADVISORS, LLC, in its capacity as administrative agent and collateral agent (the “Administrative Agent”) for the Secured Parties under that certain Trademark Security Agreement, dated as of December 21, 2022, executed by VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC, a Delaware limited liability company (“VHT”), CALLPROMISE LLC, a Delaware limited liability company (“CallPromise”, and together with VHT each, a “Grantor” and collectively the “Grantors”), in favor of the Administrative Agent, for the benefit of the Lenders (as amended, restated, amended and restated, supplemented or otherwise modified and in effect from time to time, the “Trademark Security Agreement”). All capitalized terms used but not otherwise defined herein have the meanings given to them in the Trademark Security Agreement or the Guaranty and Collateral Agreement referenced in the Trademark Security Agreement, as applicable.

WHEREAS, pursuant to the Trademark Security Agreement, which was recorded in the records of the United States Patent and Trademark Office (the “USPTO”) on December 21, 2022 at Reel 7537, Frame 0992, each Grantor granted to the Administrative Agent, for the benefit of the Lenders, a security interest in, on and to all of such Grantor’s right, title and interest in the Trademark Collateral, including the United States registered trademarks and trademark applications set forth on the attached Schedule 1; and

WHEREAS, pursuant to that certain Payoff Letter, dated as of August 16, 2022, by and among the Grantors, the Administrative Agent and certain other parties party thereto, each Grantor has requested and the Administrative Agent has agreed to provide a document suitable for recording in the USPTO evidencing and effecting the release, relinquishment and discharge of its security interest in the Trademark Collateral.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Administrative Agent does hereby, in each case, without recourse, representation or warranty of any kind whatsoever, (a) terminate and cancel the Trademark Security Agreement, (b) terminate the security interest created under the Trademark Security Agreement in the Trademark Collateral, including without limitation the United States registered trademarks and trademark applications set forth on the attached Schedule 1, (c) release its security interest in the Trademark Collateral, (d) discharge any and all rights, title and interest it has in and the security interest granted to the Administrative Agent in the Trademark Collateral, and (e) reassign, grant, and convey all rights and interests Administrative Agent may have in the Trademark Collateral to each applicable Grantor.

Administrative Agent agrees, at the Grantors’ expense, to take all further actions, and provide to each Grantor and its successors, assigns and legal representatives all such cooperation and assistance, including, without limitation, the execution and delivery of any and all further documents or other instruments, as such Grantor and its successors, assigns and legal representatives may reasonably request in order to confirm, effectuate or record this Release.


Administrative Agent authorizes and requests that the Commissioner for Trademarks of the USPTO and any other applicable government officer record this Release.

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**IN WITNESS WHEREOF**, Administrative Agent has caused this Release to be executed and delivered by its duly authorized officer as of the date first set forth above.

**MONROE CAPITAL MANAGEMENT  
ADVISORS, LLC,**

as Administrative Agent

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


Name: **Gerry Burrows**  
Title: **Managing Director**

## SCHEDULE 1

### Trademark Collateral

Reel 7537, Frame 0992

<b>Jurisdiction</b>	<b>Mark</b>	<b>Owner</b>	<b>App. No./ Reg. No.</b>	<b>Application Date</b>	<b>Registration Date</b>
US Federal	<u>AGENT ASSIST</u>	Virtual Hold Technology Solutions, LLC	RN: 5558708 SN: 87543206	July 26, 2017	September 11, 2018
US Federal	<u>CONVERSATION BRIDGE</u>	Virtual Hold Technology Solutions, LLC	RN: 4205905 SN: 85538311	February 9, 2012	September 11, 2012
US Federal	<u>EYEQUEUE (Stylized)</u>  <b>EyeQueue</b>	Virtual Hold Technology Solutions, LLC	RN: 3622775 SN: 77591032	October 12, 2008	May 19, 2009
US Federal	<u>NEVER WAIT ON HOLD AGAIN</u>	Callpromise, LLC	RN: 4170728 SN: 85438437	October 4, 2011	July 10, 2012
US Federal	<u>NOTIFICATION SUITE</u>	Virtual Hold Technology Solutions, LLC	RN: 5676811 SN: 87573492	August 17, 2017	February 12, 2019
US Federal	<u>QUEUEINFO (Stylized)</u>  <b>QuesusInfo</b>	Virtual Hold Technology Solutions, LLC	RN: 3622776 SN: 77591034	October 12, 2008	May 19, 2009
US Federal	<u>VHT</u>	Virtual Hold Technology Solutions, LLC	RN: 3642622 SN: 77591043	October 12, 2008	June 23, 2009

Jurisdiction	Mark	Owner	App. No./ Reg. No.	Application Date	Registration Date
US Federal	<u>VHT and Design</u> 	Virtual Hold Technology Solutions, LLC	RN: 5611616 SN: 87871433	April 10, 2018	November 20, 2018
US Federal	<u>VHT NAVIGATOR</u>	Virtual Hold Technology Solutions, LLC	RN: 5609810 SN: 87642826	October 12, 2017	November 20, 2018
US Federal	<u>VIRTUAL HOLD</u>	Virtual Hold Technology Solutions, LLC	RN: 3466793 SN: 77330691	November 15, 2007	July 15, 2008
US Federal	<u>VIRTUAL HOLD TECHNOLOGY</u>	Virtual Hold Technology Solutions, LLC	RN: 2137640 SN: 74679996	May 25, 1995	February 17, 1998