

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM761714

<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>
SUPPORTLOGIC, INC.		10/11/2022	Corporation: DELAWARE
<b>RECEIVING PARTY DATA</b>			
<b>Name:</b>	CANADIAN IMPERIAL BANK OF COMMERCE		
<b>Street Address:</b>	81 BAY STREET		
<b>City:</b>	TORONTO		
<b>State/Country:</b>	CANADA		
<b>Postal Code:</b>	M5J 0E7		
<b>Entity Type:</b>	BANK: CANADA: CANADA		
<b>PROPERTY NUMBERS Total: 5</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Serial Number:</b>	87853210	NOCRM	
<b>Serial Number:</b>	88944694	INTELLIGENT SUPPORT	
<b>Serial Number:</b>	88944711	INTELLIGENT SUPPORT PLATFORM	
<b>Serial Number:</b>	90568147	SUPPORTLOGIC	
<b>Registration Number:</b>	6829027	SX	
<b>CORRESPONDENCE DATA</b>			
<b>Fax Number:</b>	2028427899		
<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>	2027762269		
<b>Email:</b>	pkarmire@cooley.com		
<b>Correspondent Name:</b>	Perky L. Karmire		
<b>Address Line 1:</b>	c/o Cooley, LLP		
<b>Address Line 2:</b>	1299 PENNSYLVANIA AVENUE, NW, Suite 700		
<b>Address Line 4:</b>	Washington, D.C. 20004		
<b>ATTORNEY DOCKET NUMBER:</b>	313569.1005		
<b>NAME OF SUBMITTER:</b>	Perky L. Karmire		
<b>SIGNATURE:</b>	/s/ Perky L. Karmire		
<b>DATE SIGNED:</b>	10/17/2022		

CH \$140.00 87853210

**Total Attachments: 6**

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## INTELLECTUAL PROPERTY SECURITY AGREEMENT

This INTELLECTUAL PROPERTY SECURITY AGREEMENT (as amended, restated, supplemented or otherwise modified from time to time, this “**Agreement**”) is entered into as of October 11, 2022, between CANADIAN IMPERIAL BANK OF COMMERCE (“**Bank**”) and SUPPORTLOGIC, INC., a Delaware corporation (“**Grantor**”).

### RECITALS

A. Bank and Grantor are entering into a Loan and Security Agreement as of the date hereof (as amended, restated, supplemented or otherwise modified from time to time, the “**Loan Agreement**”). Defined terms used herein without definition shall have the meanings set forth in the Loan Agreement.

B. The Obligations are secured by the Collateral, as defined in the Loan Agreement, including without limitation, all of Grantor’s Intellectual Property.

C. Grantor’s execution and delivery of this Agreement is a condition to the effectiveness of the Loan Agreement.

### AGREEMENT

NOW, THEREFORE, for good and valuable consideration, receipt of which is hereby acknowledged, and intending to be legally bound, Grantor and Bank hereby agree:

1. To secure the Obligations, Grantor grants Bank a security interest in all of Grantor’s right, title and interest in its Intellectual Property, as provided in the Loan Agreement, including any exceptions and limitations as provided therein. Grantor hereby confirms that the attached schedules of Grantor’s copyright, patent and trademark applications and registrations, which are registered or filed with the United States Patent and Trademark Office or the United States Copyright Office, as applicable, attached hereto as Exhibits A, B and C hereto, respectively, are complete and accurate as of the date hereof.

2. Grantor hereby authorizes Bank to (a) modify this Agreement unilaterally by amending the exhibits to this Agreement to include any Intellectual Property which Grantor obtains subsequent to the date of this Agreement that is included in any Intellectual Property Report, and (b) file a duplicate of this Agreement containing amended exhibits reflecting such new Intellectual Property with the United States Patent and Trademark Office or the United States Copyright Office, as applicable.

3. This Agreement is a Loan Document. This Agreement may be executed in any number of counterparts and by different parties on separate counterparts, each of which, when executed and delivered, is an original, and all taken together, constitute one Agreement. Delivery of an executed counterpart of a signature page of this Agreement by electronic means shall be effective as delivery of an original executed counterpart of this Agreement. The words “execution,” “signed,” “signature” and words of like import in this Agreement shall be deemed to include electronic signatures or the keeping of records in electronic form, each of which shall be of the same legal effect, validity and enforceability as a manually executed signature or the use of a paper-based recordkeeping systems, as the case may be, to the extent and as provided for in any applicable law, including, without limitation, any state law based on the Uniform Electronic Transactions Act.

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[SIGNATURE PAGE TO INTELLECTUAL PROPERTY SECURITY AGREEMENT]

IN WITNESS WHEREOF, the undersigned have duly executed this Intellectual Property Security Agreement as of the first date written above.

Address of Grantor:

SupportLogic, Inc.  
356 Santana Row Suite 1000  
San Jose, CA 95128  
Attention: Krishna Raja; Nicholas Tarnoff

GRANTOR:

SUPPORTLOGIC, INC.

By:   
Name: Krishna Raj Raja  
Title: Founder & CEO

Address of Bank:

Canadian Imperial Bank of Commerce  
81 Bay Street, 10th Floor  
Toronto, Ontario  
M5J 0E7  
Attention: Holly Dungan; Youssef Kabbani

BANK:

CANADIAN IMPERIAL BANK OF COMMERCE

By: \_\_\_\_\_  
Name: Kurt Nichols  
Title: Managing Director, Authorized Signatory  
CIBC Innovation Banking

By: \_\_\_\_\_  
Name: Youssef Kabbani  
Title: Managing Director, Authorized Signatory  
CIBC Innovation Banking

[SIGNATURE PAGE TO INTELLECTUAL PROPERTY SECURITY AGREEMENT]

IN WITNESS WHEREOF, the undersigned have duly executed this Intellectual Property Security Agreement as of the first date written above.

Address of Grantor:

SupportLogic, Inc.  
356 Santana Row Suite 1000  
San Jose, CA 95128  
Attention: Krishna Raja; Nicholas Tarnoff

GRANTOR:

SUPPORTLOGIC, INC.

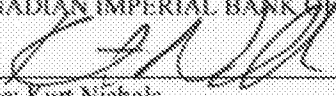
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

Address of Bank:

Canadian Imperial Bank of Commerce  
81 Bay Street, 10th Floor  
Toronto, Ontario  
M5J 0E7  
Attention: Holly Dungan; Youssef Kabbani

BANK:

CANADIAN IMPERIAL BANK OF COMMERCE

By:   
Name: Kurt Nichols  
Title: Managing Director, Authorized Signatory  
CIBC Innovation Banking


By:   
Name: Youssef Kabbani  
Title: Director, Authorized Signatory  
CIBC Innovation Banking

EXHIBIT A  
COPYRIGHTS

<u>OWNER</u>	<u>DESCRIPTION</u>	<u>REGISTRATION NUMBER</u>	<u>REGISTRATION DATE</u>
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## EXHIBIT B

## PATENTS

OWNER	DESCRIPTION	PATENT / APPLICATION NUMBER	ISSUE / APPLICATION DATE
<i>Provisional Patents</i>			
SupportLogic, Inc.	METHOD TO CALCULATE SENTIMENT SCORE	62642463	March 13, 2018
SupportLogic, Inc.	SYSTEM AND METHOD TO PREDICT END-OF-LIFE SUPPORT DEPRECIATION	62721038	August 22, 2018
SupportLogic, Inc.	DETECTING MACHINE TEXT	62757063	November 7, 2018
SupportLogic, Inc.	SYSTEM AND METHOD TO PREDICT TICKET ESCALATION	62779106	December 13, 2018
SupportLogic, Inc.	MECHANISM TO IDENTIFY THE PRIORITY OF SUPPORT TICKETS	62803981	February 11, 2019
SupportLogic, Inc.	HIGH FIDELITY ESCALATION PREDICTIONS	62869889	July 2, 2019
SupportLogic, Inc.	SYSTEM AND METHOD FOR ASSIGNING CASES TO SUPPORT AGENTS	62873509	July 12, 2019
SupportLogic, Inc.	SYSTEM AND METHOD FOR SUMMARIZING SUPPORT CASES AND FORECASTING CASE RESOLUTION TRAJECTORIES	63012644	April 20, 2020
SupportLogic, Inc.	SYSTEM AND METHOD FOR EVALUATING SUPPORT QUALITY	63012649	April 20, 2020
<i>Filings</i>			
SupportLogic, Inc.	AUTOMATIC DETERMINATION OF CUSTOMER SENTIMENT FROM COMMUNICATIONS USING CONTEXTUAL FACTORS	16352692 10,990,760	March 13, 2019 April 27, 2021
SupportLogic, Inc.	PREDICTING END-OF-LIFE SUPPORT DEPRECIATION	16512638	July 16, 2019
SupportLogic, Inc.	DETECTING MACHINE TEXT	16674581	November 5, 2019
SupportLogic, Inc.	PREDICTING SERVICE TICKET ESCALATION	16712818	December 12, 2019
SupportLogic, Inc.	PREDICTING SERVICE TICKET ESCALATION	16712806	December 12, 2019
SupportLogic, Inc.	PREDICTING SERVICE TICKET ESCALATION	16712799	December 12, 2019
SupportLogic, Inc.	GENERATING PRIORITIES FOR SUPPORT TICKETS	16788092	February 11, 2020
SupportLogic, Inc.	HIGH FIDELITY PREDICTIONS OF SERVICE TICKET ESCALATION	16914935	June 29, 2020
SupportLogic, Inc.	ASSIGNING SUPPORT TICKETS TO SUPPORT AGENTS	16906412	June 19, 2020
SupportLogic, Inc.	SUPPORT TICKET SUMMARIZER, SIMILARITY CLASSIFIER, AND RESOLUTION FORECASTER	17208115 11,336,539	March 22, 2021 May 17, 2022
SupportLogic, Inc.	SUPPORT QUALITY EVALUATION BASED ON SUPPORT TICKET COMMUNICATIONS	17202775	March 16, 2021

EXHIBIT C

TRADEMARKS

<u>OWNER</u>	<u>DESCRIPTION</u>	<u>REGISTRATION/ SERIAL NUMBER</u>	<u>REGISTRATION/ APPLICATION DATE</u>
SupportLogic, Inc.	Trademark/Service Mark Application, Principal Register, Serial No. 87853210, filed on March 28, 2018 with the U.S. Patent and Trademark Office.	87853210	March 28, 2018
SupportLogic, Inc.	Trademark/Service Mark Application, Principal Register, Serial No. 88944694, filed on June 2, 2020 with the U.S. Patent and Trademark Office.	88944694	June 2, 2020
SupportLogic, Inc.	Trademark/Service Mark Application, Principal Register, Serial No. 88944711, filed on June 2, 2020 the U.S. Patent and Trademark Office.	88944711	June 2, 2020
SupportLogic, Inc.	Trademark/Service Mark Application, Principal Register, Serial No. 90568147, filed on March 9, 2021 with the U.S. Patent and Trademark Office.	90568147	March 9, 2021
SupportLogic, Inc.	Trademark/Service Mark Application, Principal Register, Serial No. 90568180, filed on March 9, 2021, with the U.S. Patent and Trademark Office. Registered August 23, 2022 as Reg. No. 6829027.	90568180 6829027	March 9, 2021 August 23, 2022