

05-19-1999

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE

FORM PTO-1595



101040457

Send original documents or copy thereof.

To the Honorable Commissioner of Patent:

1. Name of Conveying party(ies):
Robert R. BUSHEY
Thomas DEELMAN
Jennifer Mitchell MAWEY

mkd 5-3-99

2. Name and address of receiving party(ies)

Name: SBC TECHNOLOGY RESOURCES, Inc.

Internal Address: _____

Street Address: 9505 Arboretum Boulevard

City: Austin State: TEXAS ZIP: 78759

Additional name(s) and address(es) attached? Yes No

Additional name(s) of conveying party(ies) attached? Yes No

3. Nature of conveyance:

Assignment Merger
 Security Agreement Change of Name
 Other _____

Execution Date: April 30, 1999

4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is: April 30, 1999

A. Patent Application No.(s)

B. Patent No.(s)

09/303622

Additional numbers attached: Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Bruce H. Bernstein

Internal Address: P17549

Street Address: GREENBLUM & BERNSTEIN, P.L.C.

1951 Roland Clarke Place

City: Reston State: VA ZIP: 20191

6. Total number of applications and patents involved: 1

7. Total Fee (37 CFR 3.41).....\$ 60.00

Enclosed

Authorized to be charged to deposit account

8. Deposit account number:

19-0089

(Attach duplicate copy of this page if paying by deposit account)

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9. Statement and signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Bruce H. Bernstein, Reg. No. 29,027

Name of Person Signing

[Signature]

Signature

Date

5/3/99

Total number of pages including cover sheet, attachments and document: 3

Mail documents to be recorded with required cover sheet information to:
Commissioner of Patents & Trademarks, Box Assignments
Washington, D.C. 20231

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PATENT
REEL: 009949 FRAME: 0207

ASSIGNMENT

WHEREAS, Robert R. BUSHEY, a citizen of the United States, whose post office address is 2710 Melba Pass, Cedar Park, Texas 78613, Thomas DEELMAN, a citizen of the United States, whose post office address is 1706 Ascot Lane, Cedar Park, Texas 78613, and Jennifer Mitchell MAUNEY, a citizen of the United States, whose post office address is 6506 Harrogate Drive, Austin, Texas 78759, hereinafter referred to as the ASSIGNORS, have invented a certain improvement relating to

SYSTEM AND METHODS FOR INTELLIGENT ROUTING OF CUSTOMER REQUESTS USING CUSTOMER AND AGENT MODES

for which they have executed an application for Letters Patent for the United States on even date(s) herewith.

AND WHEREAS, SBC Technology Resources, Inc., a corporation organized and existing under the laws of the State of Delaware, whose post-office address is 9505 Arboretum Boulevard, Austin Texas, 78759, hereinafter known as the ASSIGNEE, is desirous of acquiring the entire right, title and interest for the United States and elsewhere throughout the world in and to said invention and application, including any and all divisions and continuations thereof, and any and all Letters Patent which may be granted thereon, including any and all renewals, reissues, and prolongations thereof.

NOW, THIS WITNESSETH that for and in consideration of One Dollar (\$1.00) and other good and valuable consideration, the receipt whereof is hereby acknowledged, said ASSIGNORS hereby assign, sell and transfer to said ASSIGNEE, its assigns and legal representatives, the entire and exclusive right, title and interest in and to said invention and application, for the United States and elsewhere throughout the world including any and all divisions and continuations thereof, and any and all Letters Patent which may be granted therefor, said ASSIGNEE and its assigns and legal representatives to have, hold, exercise and enjoy the said invention and application, including any and all divisions and continuations thereof, and any and all Letters Patent which may be granted thereon, including any and all renewals, reissues and prolongations thereof, with all the rights, powers, privileges, and advantages in any ways arising from or pertaining thereto, for and during the term or terms of any and all such Letters Patent when granted, including any and all renewals, reissues, and prolongations thereof, for the use and benefit of said ASSIGNEE and its assigns and legal representatives in as ample and beneficial a manner to all intents and purposes as

the said ASSIGNORS might or could have held and enjoyed the same, if this assignment had not been made.

AND said ASSIGNORS hereby agree to execute all papers necessary to file applications in the United States and elsewhere throughout the world for said invention and to assign the same to said ASSIGNEE, or any assignee acquiring title to said invention, and to execute any other papers that may be needed in connection with filing said application and securing Letters Patent thereon.

AND said ASSIGNORS authorize and request the Commissioner of Patents to issue Letters Patent on said application, and on any and all divisions and continuations thereof, to said ASSIGNEE, its assigns and legal representatives, in accordance herewith.

IN TESTIMONY WHEREOF, this assignment is executed by said ASSIGNORS, on the date(s) listed below.

Witnessed by:

David W. Mauney 4-30-99
Date

Robert R. Bushey 4-30-99
Robert R. BUSHEY Date

Witnessed by:

David W. Mauney 4-30-99
Date

Thomas Deelman 4-30-99
Thomas DEELMAN Date

Witnessed by:

David W. Mauney 4-30-99
Date

Jennifer Mitchell Mauney 4/30/99
Jennifer Mitchell MAUNEY Date