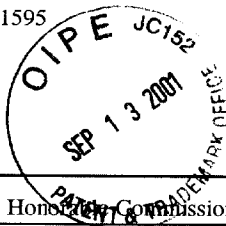


09-19-2001



RE



101848564

ET

Attorney's Docket No. 025000-062

To the Honorable Commissioner of Patents and Trademarks. Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):
NBTEL GLOBAL INC. *09/13/01*

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

3. Nature of conveyance:
 Assignment Merger
 Security Agreement Change of Name

Other: _____

Execution Date: May 29, 2001

2. Name and address of receiving party(ies):
Name: Innovatia Inc.
Address: 1 Brunswick Square, 2nd Floor
P.O. Box 6081
St. Johns, New Brunswick, E2C 4R5,
Canada

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

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: _____

A. Patent Application No.(s) _____

B. Patent No.(s)
5,884,032

Additional numbers attached? Yes No

5. Name and address of party to whom correspondence concerning document should be mailed:
Name: William L. Mathis
Address: BURNS, DOANE, SWECKER & MATHIS, L.L.P.
P.O. Box 1404
Alexandria, Virginia 22313-1404

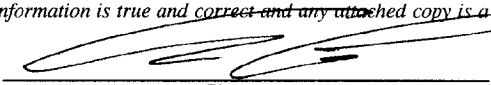
6. Total number of applications and patents involved: 1

7. Total fee (37 CFR § 3.41): \$ 40.00
 Enclosed
 Authorized to be charged to deposit account, if necessary

8. Deposit account number:
02-4800

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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.

Adam J. Cermak, Reg. 40,391  September 13, 2001
Name of Person Signing Signature Date

Total number of pages including cover sheet, attachments, and document: 2

Mail documents to be recorded with required cover sheet information to:

Commissioner of Patents and Trademarks
Box Assignments
Washington, D.C. 20231

09/17/2001 BTOM11 00000160 5884032
01 FC:581 40.00 OP

69706-87 /jpw

ASSIGNMENT

WHEREAS, we, NBTEL GLOBAL INC., whose full post office address is One Brunswick Square, P.O. Box 1430, Saint John, New Brunswick E2L 4K2, Canada, have invented certain improvements in

THE CUSTOMER CONTACT CHANNEL CHANGER

for which a patent for such invention issued on March 16, 1999 in the United States of America as patent number 5,884,032;

AND WHEREAS, INNOVATIA INC., whose full post office address is 1 Brunswick Square, 2nd Floor, P.O. Box 6081, St. Johns, New Brunswick, E2C 4R5 Canada, is desirous of acquiring the entire interest therein;

NOW, THEREFORE, in consideration of the sum of One Dollar (\$1.00), and other good and valuable consideration, the receipt of which is hereby acknowledged, we, the said NBTEL GLOBAL INC., by these presents do sell, assign and transfer unto INNOVATIA INC., the full and exclusive right, for the territory of the United States of America, and all other countries, in and to the said invention, as fully described and claimed in the patent issued on March 16, 1999, under Patent No. 5,884,032, INNOVATIA INC., as the assignee for its interest, for the sole use and behoof of the said INNOVATIA INC., and its legal representatives, to the full end of the term for which said Letters Patent has been granted, as fully and entirely as the same would have been held by me had this assignment and sale not been made.

EXECUTED at
this 29th day of May , 2001.

NBTEL GLOBAL INC.

Elsie Jardine
WITNESS

[Signature]
Name: Barbara Black
Title: V.P. + General Counsel