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U.S. DEPARTMENT OF COMMERCE  
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Form PTO-1515  
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To the Honorable Commissioner of Patents and Trademarks, Washington, D.C. 20231 **102262579**

Send original documents or copy thereof.

1. Name of conveying party(ies): **10/18/02**  
Jill M. Vacek, Mark J. Pettay, Hendryanto  
Rilantono, Mahmood S. Akhwand and  
Gary L. West

2. Name and address of receiving party(ies)  
Name: West Corporation  
Internal Address: \_\_\_\_\_

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

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

Street Address: 11808 Miracle Hills Drive

City: Omaha State: NE Zip: 68154

Execution Date: \_\_\_\_\_

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) 10/178,798

B. Patent No.(s) \_\_\_\_\_

Additional numbers attached?  Yes  No

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

Name: Rocco L. Adornato

Internal Address: \_\_\_\_\_

Street Address: West Corporation

11808 Miracle Hills Drive

City: Omaha State: NE Zip: 68154

6. Total number of applications and patents involved:

7. Total fee (37 CFR 3.41).....\$ 40.00

Enclosed

Authorized to be charged to deposit account

8. Deposit account number:

50-1880

DO NOT USE THIS SPACE

9. Signature.

Rocco L. Adornato, Reg. No. 40,480  
Name of Person Signing

3 OCT 02  
Signature

[Signature]  
Date

10/25/2002 DDY:RNE 00000001 10178798 Total number of pages including cover sheet, attachments, and documents:

01 FC:8021

40.00 DP

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

PATENT  
REEL: 013410 FRAME: 0338

## ASSIGNMENT

WHEREAS, we (or I) Jill M. Vacek, a citizen of the United States, residing at 10785 County Road 34, Blair, Nebraska 68008, and Mark J. Pettay, a citizen of the United States, residing at 16642 Frederick Circle, Omaha, Nebraska 68130 and Hendryanto Rilantono, a citizen of Indonesia, residing at 6421 North 160 Avenue, Omaha, Nebraska 68116 and Mahmood S. Akhwand, a citizen of the United States, residing at 617 North 158<sup>th</sup> Street, Omaha, Nebraska 68118 and Gary L. West, a citizen of the United States, residing at 9746 Ascot Drive, Omaha, Nebraska 68114 (hereinafter "Inventors"), have invented a new and useful METHOD, APPARATUS, AND COMPUTER READABLE MEDIA FOR MINIMIZING THE RISK OF FRAUDULENT ACCESS TO CALL CENTER RESOURCES and have executed an application for a United States patent disclosing and identifying the invention, which application has been filed and assigned U.S. Serial No. 10/178,798; and

WHEREAS, West Corporation, a Nebraska corporation, having a place of business at 11808 Miracle Hills Drive, Omaha, Nebraska 68154 (hereinafter "Assignee") is desirous of acquiring the exclusive right, title and interest in and to the invention and any patent applications filed thereon, and in and to any Letters Patent or similar legal protection to be granted and issued therefore in the United States of American, its territories and possessions, and in all countries foreign thereto;

NOW, THEREFORE, for good and valuable consideration acknowledged by the Inventors to have been received in full from the Assignee:

The Inventors do hereby sell, assign, transfer and convey unto the Assignee, the entire right, title and interest (a) in and to the application and the invention; (b) in and to all rights to apply for foreign patents on the invention pursuant to the International Convention for the Protection of Industrial Property or otherwise; (c) in and to any and all applications filed and any and all patents granted on the invention in the United States or any foreign country, including each and every application filed and each and every patent granted on any application which is a division, substitution or continuation of any of the applications and (d) in an to each and every reissue or extensions of any of the patents.

The Inventors hereby jointly and severally covenant and agree to cooperate with the Assignee to enable the Assignee to enjoy the fullest extent the right, title and interest herein conveyed in the United States and foreign countries. Such cooperation by the Inventors shall include prompt production of pertinent facts and documents, giving of testimony, execution of petitions, oaths, specifications, declarations or other papers and other assistance all to the extent deemed necessary or desirable by the Assignee (a) for perfecting in the Assignee the right, title and interest herein conveyed; (b) for prosecuting any of the applications; (c) for filing and prosecuting substitute, divisional, continuing or additional applications covering the invention (d) for filing and prosecuting applications for reissuance of any of the patents; (e) for interference or other priority proceedings involving the invention, and (f) for legal proceedings involving the invention and any applications therefor and any patents granted thereon, including, without limitation, opposition proceedings, cancellation proceedings, priority contests, public use proceedings, infringement actions and court actions, provided, however, that the expense incurred by the Inventors in providing such cooperation shall be paid for by the Assignee.

The terms and covenants of this Assignment shall inure to the benefit of the Assignee, its successors, assigns and other legal representatives and shall be binding upon the Inventors, their respective heirs, legal representatives and assigns.

The Inventors hereby jointly and severally warrant and represent that they have not entered and will not enter into any assignment, contract or understanding in conflict herewith.

Execution at Omaha, Nebraska this 30 day of September, 2002.

By: Jill M. Vacek  
Jill M. Vacek

By: Mark J. Pettay  
Mark J. Pettay

By: Hendryanto Rilantono  
Hendryanto Rilantono

By: Mahmood S. Akhwand  
Mahmood S. Akhwand

By: Gary L. West  
Gary L. West

STATE OF Nebraska )  
 ) ss.  
County of Douglas )

On September 12, 2002, before me, Beverly Jones personally appeared Jill M. Vacek,  personally known to me **-OR-**  proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS, my hand and official seal.

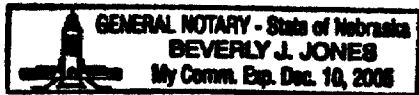


Beverly Jones  
Notary Public in and for said County and State

STATE OF Nebraska        )  
   ) ss.  
 County of Douglas        )

On September 11, 2002, before me, Beverly Jones personally appeared Mark J. Pettay,  personally known to me **-OR-**  proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS, my hand and official seal.



Beverly J. Jones  
 Notary Public in and for said County and State

STATE OF Nebraska )  
 ) ss.  
County of Douglas )

On September 12, 2002, before me, Beverly Jones personally appeared Hendyanto Rilantono,  personally known to me ~~-OR-~~  proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS, my hand and official seal.

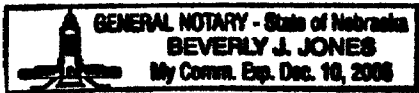


Beverly Jones  
Notary Public in and for said County and State

STATE OF Nebraska )  
 ) ss.  
County of Douglas )

On September 26, 2002, before me, Beverly Jones personally appeared Mahmood S. Akhwand,  personally known to me ~~-OR-~~  proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS, my hand and official seal.



Beverly Jones  
Notary Public in and for said County and State

STATE OF Nebraska )  
 ) ss.  
County of Douglas )

On September 30, 2002, before me, Beverly Jones personally appeared Gary L. West,  personally known to me **-OR-**  proved to me on the basis of satisfactory evidence to be the person whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her authorized capacity and that by his/her signature on the instrument the person, or the entity upon behalf of which the person acted, executed the instrument.

WITNESS, my hand and official seal.



Gary L. West Beverly Jones  
Notary Public in and for said County and State