

08-28-2003

FORM PTO-

6/21/03



U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICE

To the Honorable Commissioner of Pat

102536764

Attached original documents or copy thereof.

1. Name of conveying party(ies):

Tony McCormack, Nithyaganesh Kirubalaratnam and Neil O'Connor

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 9, 2003

2. Name and address of receiving party(ies):

Name: Nortel Networks Limited  
Internal Address: \_\_\_\_\_  
Street Address: 2351 Boulevard Alfred-Nobel, St. Laurent, Quebec, Canada, H4S 2A9

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

2141 U.S. PTO  
10/645438



08/21/03

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)

10 645 438

B. Patent No.(s)

Additional numbers attached:  Yes  No

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

Name: William M. Lee, Jr.  
Internal Address: Barnes & Thornburg  
Street Address: P.O. Box 2786  
City: Chicago State: Illinois Zip: 60690-2786

6. Total number of applications and patents involved: one

7. Total fee (37 CFR 3.41) \$ 40

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

12-0913

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

08/25/2003 FFANAZIA 00000001 10645438

03 FC:8021

40.09 DP

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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.

William M. Lee, Jr. June 25, 2003  
Name of Person Signing Date

William M. Lee  
Signature

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

Do not detach this portion

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

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Washington, D.C. 20231**

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**FOR VALUABLE CONSIDERATION**, the receipt of which is hereby acknowledged, I (we) the undersigned, whose full post office address(es) is(are) listed below my (our) name(s), do hereby sell, assign and transfer to:

**NORTEL NETWORKS LIMITED**

(hereinafter "Nortel"), its successors, assigns and legal representatives, whose full post office address is:

2351 Boulevard Alfred-Nobel  
St. Laurent, Quebec  
Canada, H4S 2A9

all their right, title, and interest worldwide in and to the invention relating to

**Management of Queues in Contact Centres**

as described in an application for letters patent filed concurrently herewith or filed in (Insert Country) on (Insert Date) and given serial number (Insert Serial Number), as well as all rights and privileges including priority rights arising from the aforesaid application and corresponding applications in other countries, all continuations, continuations-in-part, divisions, renewals, substitutes or reissues thereof, and all the rights and privileges under any and all letters patent that may be granted for said invention.

I (We) undertake without charges to Nortel but at its request and expense to execute all documents, take all oaths and do all reasonable acts to enable Nortel, its successors assigns and legal representatives to procure and maintain patent or any other intellectual property protection for said invention in any and all countries and to vest title thereto to Nortel, its successors assigns and legal representatives.

THE UNDERSIGNED hereby authorizes the firm of Barnes & Thornburg whose full office address is 209 South La Salle St, Suite 410, Chicago, Illinois 60604 to correct clerical errors in this Assignment or to insert any further identification or other information necessary or desirable to make this Assignment suitable for recordal in a domestic or foreign Patent Office.

Rev. July 1, 2002

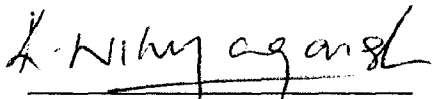


Tony McCORMACK  
3 Glenn na Coille  
Barna Road, Galway, Ireland

6<sup>th</sup> August 2003  
(Insert Date)

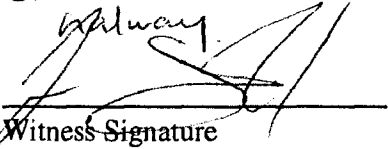
  
Witness Signature

Paul D'Arcy  
Witness Name (Print)



Nithyaganesh KIRUBALARATNAM  
Insert Address  
Cloonkean, Athony  
Galway

31st July 2003  
(Insert Date)


  
Witness Signature

DOE SMITH  
Witness Name (Print)



Neil O'CONNOR  
37 Carraig Mor, Lackagh  
County Galway, Ireland

31st July 2003  
(Insert Date)

  
Witness Signature

DOE SMITH  
Witness Name (Print)