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

1. Name of conveying party(ies):
   Andrew D. Flockhart
   Larry J. Roybal
   Robert C. Steiner

2. Name and address of receiving party(ies):
   Name: Avaya Technology Corp.
   Internal Address: 
   Street Address: 211 Mount Airy Road
   City: Basking Ridge State: NJ Zip: 07920

3. Nature of conveyance:
   ☑ Assignment ☐ Merger
   ☐ Security Agreement ☐ Change of Name
   Other
   Execution Date: September 19, 2003

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:
   September 19, 2003

   A. Patent Application No.(s) Not Yet Assigned
   B. Patent No.(s) 10673103

5. Name and address of party to whom correspondence concerning document should be mailed:
   Name: Douglas W. Swartz
   SHERIDAN ROSS P.C.
   1560 Broadway, Suite 1200
   Denver, CO 80202-5145

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

8. Deposit account number: 50-1602
   (Attach duplicate copy of this page if paying by deposit account)

   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.
   Douglas W. Swartz
   Reg. No. 37,739
   Signature Date

   Total number of pages including cover sheet, attachments, and document: 5

Mailing documents to be recorded with required cover sheet information to:
Commissioner of Patents & Trademarks, Mail Stop Assignments, P.O. Box 1450
Alexandria, Virginia 22313-1450

PATENT
REEL: 014555 FRAME: 0317
ASSIGNMENT AND AGREEMENT

For value received, we, Andrew D. Flockhart of 1062 East 133rd Way, Thornton, Colorado 80241, Larry J. Roybal of 11626 Quivas Circle, Westminster, Colorado 80234, and Robert C. Steiner of 1335 Marble Court, Broomfield, Colorado 80020, hereby sell, assign and transfer to Avaya Technology Corp., a corporation of the State of Delaware, having an office at 211 Mount Airy Road, Basking Ridge, New Jersey 07920, U.S.A., and its successors, assigns and legal representatives, the entire right, title and interest, for the United States of America, in and to certain inventions related to "METHOD AND APPARATUS FOR ASSESSING THE STATUS OF WORK WAITING FOR SERVICE" described in an application for Letters Patent of the United States, executed by us of even date herewith, and all the rights and privileges in said application and under any and all Letters Patent that may be granted in the United States for said inventions; and we also concurrently hereby sell, assign and transfer to Avaya Technology Corp. the entire right, title and interest in and to said inventions for all countries foreign to the United States, including all rights of priority arising from the application aforesaid, and all the rights and privileges under any and all forms of protection, including Letters Patent, that may be granted in said countries foreign to the United States for said inventions.

We authorize Avaya Technology Corp. to make application for such protection in its own name and maintain such protection in any and all countries foreign to the United States, and to invoke and claim for any application for patent or other form of protection for said inventions, without further authorization from us, any and all benefits, including the right of priority provided by any and all treaties, conventions, or agreements.

We hereby consent that a copy of this assignment shall be deemed a full legal and formal equivalent of any document which may be required in any country in proof of the right of Avaya Technology Corp. to apply for patent or other form of protection for said inventions and to claim the aforesaid benefit of the right of priority.

We request that any and all patents for said inventions be issued to Avaya Technology Corp. in the United States and in all countries foreign to the United States, or to such nominees as Avaya Technology Corp. may designate.

We agree that, when requested, we shall, without charge to Avaya Technology Corp. but at its expense, sign all papers, and do all acts which may be necessary, desirable or convenient in connection with said applications, patents, or other forms of protection.
Date: 9/19/03

Andrew D. Flockhart

United States of America )
State of (Colorado ) ss.
County of (Adams )

On this 14th day of Sept., 2003, before me personally came Andrew D. Flockhart, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

Avaya Technology Corp.
211 Mount Airy Road
Basking Ridge, New Jersey 07920

My Commission Expires 06/04/2004
Date: 9/19/2003

Larry J. Roybal

United States of America )
State of Colorado ) ss.
County of Adams )

On this 14th day of Sept., 2003, before me personally came Larry J. Roybal, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

Avaya Technology Corp.
211 Mount Airy Road
Basking Ridge, New Jersey 07920

My Commission Expires 08/04/2004
Date: 9/19/2003

Robert C. Steiner

United States of America )
State of Colorado ) ss.
County of Adams )

On this 19th day of Sept., 2003, before me personally came Robert C. Steiner, to me known to be the individual described in and who executed the foregoing instrument, and acknowledged execution of the same.

Notary Public

Avaya Technology Corp.
211 Mount Airy Road
Basking Ridge, New Jersey 07920

My Commission Expires 06/04/2004