Form PTO-1595 (Rev. 10/02)  OMB No. 0651-0027 (exp. 6/30/2005)  Tab settings ⇔ ⇔ ♥	U.S. DEPARTMENT OF COMMERCE U.S. Patent and Trademark Office
	ademarks: Please record the attached original documents or copy thereof.
Name of conveying party(ies):     Robert E. Tolbert, Jr.	Name and address of receiving party(ies)     Name: Cingular Wireless, L.L.C.
12.5-63	Internal Address: Suite 1700
Additional name(s) of conveying party(ies) attached? Ye	s 🗾 No
3. Nature of conveyance:	48
Assignment Merger  Security Agreement Change of	Street Address: 5565 Glenridge Connector
Other	City: Atlanta State: GA Zip: 30342
11/11/2003 Execution Date:	Additional name(s) & address(es) attached? Yes V No
A. Patent Application No.(s)Additional	B. Patent No.(s)
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Mail documents to be recorded with required cover sheet information to:

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

## **ASSIGNMENT**

WHEREAS I, the below named inventor, hereinafter referred to as Assignor, have made an invention entitled:

## METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER,

<ul> <li>         ⊠ embodied in an application for United States Letters Patent filed concurrently herewith; or         ≡ embodied in an application for United States Letters Patent filed on; and     </li> </ul>
WHEREAS, Cingular Wireless, L.L.C., a limited liability corporation of Delaware whose post office address is 5565 Glenridge Connector, Suite 1700, Atlanta, Georgia 30342 (hereinafter referred to as Assignee), is desirous of securing the entire right, title, and interest in and to this invention in all countries throughout the world and in and to the application for United States Letters Patent on this invention and the Letters Patent to be issued upon this application;
NOW THEREFORE, be it known that for and in consideration of the sum of One Dollar (\$1.00) and other good and valuable consideration the receipt of which from Assignee is hereby acknowledged, I, as Assignor, have sold, assigned, transferred, and set over, and do hereby sell, assign, transfer, and set over unto the Assignee, its lawful successors and assigns, my entire right, title, and interest in and to this invention, and this non-provisional application, and all divisions, and continuations thereof, and all Letters Patent of the United States which may be granted thereon, and all reissues thereof, as well as all rights to claim priority on the basis of this application, and all applications for Letters Patent which may hereafter be filed for this invention in any foreign country and all Letters Patent which may be granted on this invention in any foreign country, and all extensions, renewals, and reissues thereof; and I hereby authorize and request the Commissioner of Patents and Trademarks of the United States and any official of any foreign country whose duty it is to issue patents on applications as described above to issue all Letters Patent for this invention to Assignee, its successors and assigns, in accordance with the terms of this Assignment;
AND, I HEREBY covenant that I have the full right to convey the interest assigned by this Assignment and I have not executed and will not execute any agreement in conflict with this Assignment;
AND, I HEREBY further covenant and agree that I will, without further consideration, communicate with Assignee, its successors and assigns, any facts known to me respecting this invention, and testify in any legal proceeding, sign all lawful papers when called upon to do so, execute and deliver any and all papers that may be necessary or desirable to perfect the title to this invention in said Assignee, its successors or assigns, execute all divisional, continuation, and reissue applications, make all rightful oaths and generally do everything possible to aid Assignee, its successors and assigns, to obtain and enforce proper patent protection for this invention in the United States and any foreign country, it being understood that any expense incident to the execution of such papers shall be borne by the Assignee, its successors and assigns.
IN TESTIMONY WHEREOF, I have hereunto set my hands.
County of Jultan  ) Name: Robert E. Tolbert, Jr.  Address: 1950 Barrett Lakes Boulevard, #906  Kennesaw, Georgia 30144  Signed: Date:
Subscribed and sworn to before me this

Notary Public, Cobb County, Georgia My Commission Expires March 16, 2004 CI099:0CI18:341934:2:LOUISVILLE

**RECORDED: 12/05/2003** 

PATENT REEL: 014775 FRAME: 0359