

FORM PTO-



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

3. Nature of conveyance:

- Assignment Merger
- Security Agreement Change of Name
- Other: _____

Execution Date: September 3, 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

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: Same as above

A. Patent Application No.(s)

10/650,227

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: Lee, Mann, Smith, McWilliams, Sweeney & Ohls
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

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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.

Signature

February 27, 2004

Date

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OFFICE OF PATENT RECORDS
2004 FEB -1 PM 3-10
FINANCE SECTION

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

Improved Load Balancing in a Network of Contact Centres

as described in an application for letters patent filed concurrently herewith or filed in (insert country) on 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 Nortel's Intellectual Property Law Group 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.

Liam Mannion
39 Dun Aengus, The Docks
Galway, Ireland

(insert Date)

Witness Signature

Witness Name (Print)

Seamus Hayes
22 Gleann Na Tra
Sandy Road
Galway
Ireland

(insert Date)

Witness Signature

Witness Name (Print)

Donald McNelis
3 Styles Place
Falkirk
FK1 5BD
United Kingdom

(insert Date)

Witness Signature

Witness Name (Print)

Paul Kelly
Paul Kelly
Pollnabanny Bridge
Templemartin
Co. Galway
Ireland

3/9/03
(insert Date)

John Duncan
Witness Signature

JOHN DUNCAN
Witness Name (Print)