

12/11/03

07-13-2004

RE

FORM PTO-



U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE

102789784

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

1. Name of conveying party(ies):
Shane McCarron

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

3. Nature of conveyance:

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

Execution Date: December 5, 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

7.17.04

22/41 U.S. PTO
10/732645



121103

4. Application number(s) or patent number(s). 10/732645

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)

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.)

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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.
Name of Person Signing

December 10, 2003
Date

William M. Lee, Jr.
Signature

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

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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

Directly Contactable Call Center Agents

as described in an application for letters patent filed concurrently herewith or filed in (insert country) on and given (insert 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.

Kevin Gallagher
Paire Lair, Spiddal
Galway
Ireland

(insert Date)

Witness Signature

Witness Name (Print)

Shane McCarron

Shane McCarron
Mill Road, Kinklough
Leitrim
Ireland

Kevin Gallagher
Witness Signature

5th December 2003
(insert Date)

KEVIN GALLAGHER
Witness Name (Print)

Thomas O'Rourke
153 Tirellan Heights
Galway
Ireland

Witness Signature

(insert Date)

Witness Name (Print)

Patrick Hession
48 Ashbrook, Oranmore
Galway
Ireland

Witness Signature

(insert Date)

Witness Name (Print)