

Form PTO-1595 (Rev. 07/05)
OMB No. 0651-0027 (exp. 6/30/2008)

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MS1 - 3173US

To the Director of the U.S. Patent and Trademark Office: Please record the attached documents or the new address(es) below.

1. Name of conveying party(ies)

Ayodele A Ijidakinro 8/30/06

William G. Burton 8/30/06

Eamon O'Reilly 1/29/07

Additional name(s) of conveying party(ies) attached? ☒ Yes ☐ No**3. Nature of conveyance/Execution Date(s):**

Execution Date(s) Listed in Box 1 above.

- ☒ Assignment ☐ Merger
☐ Security Agreement ☐ Change of Name
☐ Joint Research Agreement
☐ Government Interest Assignment
☐ Executive Order 9424, Confirmatory License
☐ Other

2. Name and address of receiving party(ies)

Name: Microsoft Corporation

Internal Address: _____

Street Address: One Microsoft Way

City: Redmond

State: WA

Country: _____ Zip: 98052

Additional name(s) & address(es) attached? ☐ Yes ☒ No**4. Application or patent number(s):**☐ This document is being filed together with a new application.

A. Patent Application No.(s)

B. Patent No.(s)

11/469,409 filed 8/31/2006

Additional numbers attached? ☐ Yes ☒ No**5. Name and address to whom correspondence concerning document should be mailed:**

Name: Lee & Hayes, PLLC

Internal Address: _____

Street Address: 421 W Riverside Ave Ste 500

City: Spokane

State: WA Zip: 99201

Phone Number: 509-324-9256

Fax Number: 509-323-8979

Email Address: _____

6. Total number of applications and patents involved: 1**7. Total fee (37 CFR 1.21(h) & 3.41) \$40.00**


- ☒ Authorized to be charged by credit card
☐ Authorized to be charged to deposit account
☐ Enclosed
☐ None required (government interest not affecting title)

8. Payment Information

a. Credit Card Last 4 Numbers 1059
Expiration Date 06/10

b. Deposit Account Number _____

Authorized User Name _____

9. Signature:


Signature

1/31/07
Date

Kayla D. Brant

Reg # 46576

Name of Person Signing

Total number of pages including cover sheet, attachments, and documents:

5

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OP \$40.00 11469409

PATENT

Recordation Form Cover Sheet
Additional Pages

MS1 - 3173US

Patent Application No

Patent No.

11/469,409

filed

8/31/2006

Name of Conveying PartiesExecution Date

Ashwin K Sarin

8/30/06

PATENT

PATENT ASSIGNMENT

1/WE, Ayodele A Ijidakinro, Eamon O'Reilly, William G. Burton, Ashwin K Sarin, ("ASSIGNOR"), have invented subject matter ("INVENTION") disclosed and/or claimed in a patent application entitled "Support Incident Routing" ("APPLICATION"), which:


- ☒ will be filed without this executed PATENT ASSIGNMENT. ASSIGNOR hereby authorizes, and requests, ASSIGNEE'S legal representatives, of Lee & Hayes, PLLC, 421 W. Riverside Avenue, Suite 500, Spokane, Washington 99201, who are associated with customer number 22801, to insert here in parenthesis (U.S. Serial No. filed) this APPLICATION's U.S. Serial Number and filing date, when known;
- ☐ was filed on and was given U.S. Serial No. ;
- ☐ is filed concurrently herewith;

Microsoft Corporation, a Washington Corporation, on behalf of itself and its successors and assigns ("ASSIGNEE"), is entitled to, and is desirous of acquiring, the entire and exclusive rights, title and interest in the INVENTION and the APPLICATION (and all other applications and patents derived therefrom, such as continuing applications, in and for the United States, its territories, and all foreign countries ("APPLICATION DERIVATIVES"));


For good and valuable consideration, the receipt of which is hereby acknowledged by the ASSIGNOR, the ASSIGNOR hereby sells, assigns and transfers to the ASSIGNEE, the entire and exclusive rights, title and interest in the INVENTION and the APPLICATION (and APPLICATION DERIVATIVES);

ASSIGNOR agrees to execute all instruments and documents required for the making and prosecution of the APPLICATION (and APPLICATION DERIVATIVES), for litigation regarding letters patent derived therefrom, and for the purpose of protecting and perfecting title to the APPLICATION (and APPLICATION DERIVATIVES).


8/30/06
DATE


Ayodele A. Ijidakinro

DATE


Eamon O'Reilly

8-30-06
DATE


William G. Burton

8/30/2006
DATE


Ashwin K Sarin

PATENT ASSIGNMENT

I, WE, Ayodele A. Ijidakinro, Eamon O'Reilly, William G. Burton, Ashwin K. Sarin, ("ASSIGNOR"), have invented subject matter ("INVENTION") disclosed and/or claimed in a patent application entitled "Support Incident Routing" ("APPLICATION"), which:

- ☐ will be filed without this executed PATENT ASSIGNMENT. ASSIGNOR hereby authorizes, and requests, ASSIGNEE'S legal representatives, of Lee & Hayes, PLLC, 421 W. Riverside Avenue, Suite 500, Spokane, Washington 99201, who are associated with customer number 22801, to insert here in parenthesis (U.S. Serial No. 11/469,409, filed 8/31/2006) this APPLICATION's U.S. Serial Number and filing date, when known;
- ☒ was filed on 8/31/2006 and was given U.S. Serial No. 11/469,409;
- ☐ is filed concurrently herewith;

Microsoft Corporation, a Washington Corporation, on behalf of itself and its successors and assigns ("ASSIGNEE"), is entitled to, and is desirous of acquiring, the entire and exclusive rights, title and interest in the INVENTION and the APPLICATION (and all other applications and patents derived therefrom, such as continuing applications, in and for the United States, its territories, and all foreign countries ("APPLICATION DERIVATIVES"));

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DATE

1/29/2007

DATE

Ayodele A. Ijidakinro



Eamon O'Reilly

DATE

William G. Burton

DATE

Ashwin K. Sarin

PATENT