

## PATENT ASSIGNMENT

Electronic Version v1.1

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SUBMISSION TYPE:	NEW ASSIGNMENT						
NATURE OF CONVEYANCE:	ASSIGNMENT						
CONVEYING PARTY DATA							
<table border="1"><thead><tr><th>Name</th><th>Execution Date</th></tr></thead><tbody><tr><td>Joseph Smyth</td><td>01/11/2007</td></tr><tr><td>Neil O'Connor</td><td>01/10/2007</td></tr></tbody></table>		Name	Execution Date	Joseph Smyth	01/11/2007	Neil O'Connor	01/10/2007
Name	Execution Date						
Joseph Smyth	01/11/2007						
Neil O'Connor	01/10/2007						
RECEIVING PARTY DATA							
Name:	Nortel Networks Limited						
Street Address:	2351 Boulevard Alfred-Nobel						
City:	St. Laurent, Quebec						
State/Country:	CANADA						
Postal Code:	H4S 2A9						
PROPERTY NUMBERS Total: 1							
<table border="1"><thead><tr><th>Property Type</th><th>Number</th></tr></thead><tbody><tr><td>Application Number:</td><td>11858448</td></tr></tbody></table>		Property Type	Number	Application Number:	11858448		
Property Type	Number						
Application Number:	11858448						
CORRESPONDENCE DATA							
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NAME OF SUBMITTER:	William M. Lee, Jr.						
Total Attachments: 2 source=Assignment-106451#page1.tif source=Assignment-106451#page2.tif							

CH \$40.00 11858448

PATENT

500358439

REEL: 019854 FRAME: 0704

FILE NO. (Insert 18704RO)

PATENT APPLICATION  
ASSIGNMENT

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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

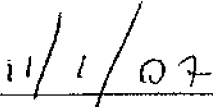
**CONTACT CENTER INSTANT MESSAGING QUEUE TREATMENTS**

as described in an application for letters patent filed concurrently herewith and in Nortel Invention Disclosure No. 18704RO a copy of which is appended hereto, 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 the firm of Barnes & Thornburg whose full office address is 209 South La Salle St, Suite 410, Chicago, Illinois 60604 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.

  
Rev. July 1, 2002

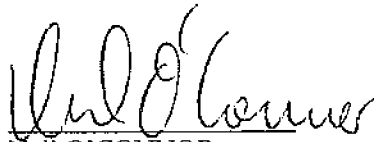
  
\_\_\_\_\_

(Insert date)

Joseph SMYTH  
14 Dun Daingean  
Dangan  
Galway  
Ireland

  
Witness Signature

S. Convey 11/1/07 .  
Witness Name (Print)

  
Neil O'CONNOR  
37 Carraig Mor  
County Galway  
Ireland

10 Jan 2007  
(Insert date)

  
Witness Signature

10 Jan 2007 . Sally Convey .  
Witness Name (Print)