

<b>PATENT ASSIGNMENT COVER SHEET</b>
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EPAS ID: PAT4293396

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	CORRECTIVE RELEASE FOR SECURITY INTEREST IN PATENTS ORIGINALLY RECORDED AT REEL/FRAME (031086/0698)

**CONVEYING PARTY DATA**

Name	Execution Date
JPMORGAN CHASE BANK, N.A., AS SUCCESSOR TO THE ORIGINAL COLLATERAL AGENT GOLDMAN SACHS BANK USA	02/23/2017

**RECEIVING PARTY DATA**

<b>Name:</b>	SOUNDBITE COMMUNICATIONS, INC.
<b>Street Address:</b>	2001 JUNIPERO SERRA BLVD.
<b>City:</b>	DALY CITY
<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94014

**PROPERTY NUMBERS Total: 19**

Property Type	Number
Patent Number:	6785363
Patent Number:	7054419
Patent Number:	6829331
Patent Number:	8379834
Patent Number:	8270594
Patent Number:	8280031
Patent Number:	8270575
Patent Number:	8462918
Patent Number:	8594312
Patent Number:	8594309
Patent Number:	8718270
Patent Number:	8605887
Patent Number:	8804919
Patent Number:	8891750
Patent Number:	9401998
Application Number:	12731681
Application Number:	12753158
Application Number:	13348427
Application Number:	13769417

**PATENT**

**CORRESPONDENCE DATA****Fax Number:** (650)251-5002*Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent using a fax number, if provided; if that is unsuccessful, it will be sent via US Mail.***Phone:** (650) 251-5027**Email:** jmull@stblaw.com**Correspondent Name:** MARCELA ROBLEDO**Address Line 1:** 2475 HANOVER STREET**Address Line 4:** PALO ALTO, CALIFORNIA 94304**ATTORNEY DOCKET NUMBER:** 002778/0005**NAME OF SUBMITTER:** J. JASON MULL**SIGNATURE:** /J. Jason Mull/**DATE SIGNED:** 02/27/2017**Total Attachments: 5**

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**CORRECTIVE RELEASE OF SECURITY INTEREST IN PATENTS**

This CORRECTIVE RELEASE OF SECURITY INTEREST IN PATENTS (this “Release”), dated as of February 23, 2017 (the “Effective Date”), is made by JPMorgan Chase Bank, N.A., in its capacity as collateral agent and as successor to the Original Collateral Agent (as defined below) in such capacity (the “Collateral Agent”), in favor of the grantor identified on the signature page hereto (the “Grantor”).

WHEREAS, pursuant to that certain U.S. Pledge and Security Agreement, dated as of February 8, 2013, by and among Goldman Sachs Bank USA (the “Original Collateral Agent”), the Grantor and certain other parties thereto (as amended, amended and restated, or otherwise modified from time to time, the “Pledge and Security Agreement”), the Grantor granted to the Original Collateral Agent a security interest in and to certain collateral;

WHEREAS, pursuant to the Pledge and Security Agreement, the Grantor executed and delivered a Patent Security Agreement, dated as of August 26, 2013, the “Original Patent Security Agreement”), to the Original Collateral Agent, for recording with the United States Patent and Trademark Office;

WHEREAS, the Original Patent Security Agreement was recorded with the United States Patent and Trademark Office on August 22, 2013 at Reel/Frame 031086/ 0698;

WHEREAS, pursuant to the Pledge and Security Agreement, the Grantor executed and delivered a Confirmatory Patent Security Agreement, dated as of November 13, 2013 (the “Patent Security Agreement”), to JPMorgan Chase Bank, N.A., in its capacity as Collateral Agent and as successor to the Original Collateral Agent in such capacity, for recording with the United States Patent and Trademark Office;

WHEREAS, the Patent Security Agreement was recorded with the United States Patent and Trademark Office on November 15, 2013 at Reel/Frame 031644/0814;

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Collateral Agent hereby agrees as follows:

1. Defined Terms. All capitalized terms used, but not otherwise defined herein, shall have the respective meanings ascribed in or otherwise referenced in the Pledge and Security Agreement, the Original Patent Security Agreement or the Patent Security Agreement, as applicable.

2. Release. The Collateral Agent, without representation or warranty of any kind, and in its capacity as successor to the Original Collateral Agent, hereby releases, discharges, terminates and cancels all of its security interest in and to the Patent Collateral, including the patents and patent applications set forth in Schedule A attached hereto, arising under the Pledge and Security Agreement, the Original Patent Security Agreement and the Patent Security Agreement. If and to the extent that the Collateral Agent has acquired any right, title or interest in and to the Patent Collateral under the Original Patent Security Agreement or the Patent Security Agreement, the Collateral Agent, without representation or warranty of any kind, hereby re-transfers, re-conveys and re-assigns such right, title or interest to the Grantors.

3. Termination. The Collateral Agent, without representation or warranty of any kind, terminates and cancels the Original Patent Security Agreement and the Patent Security Agreement.


4. Further Assurances. The Collateral Agent agrees to take all further actions, and provide to the Grantor and its successors, assigns or other legal representatives, all such cooperation and assistance (including, without limitation, the execution and delivery of any and all documents or other instruments), reasonably requested by the Grantor, at the Grantor's sole cost and expense, to more fully and effectively effectuate the purposes of this Release.

5. Governing Law. This Release shall be governed exclusively under the laws of New York, without regard to conflicts of law or choice of law principles.

IN WITNESS WHEREOF, the Collateral Agent has caused this Release to be executed by its duly authorized representative as of the Effective Date:

IN WITNESS WHEREOF, the Collateral Agent has caused this Release to be executed by its duly authorized representative as of the Effective Date:

**JPMORGAN CHASE BANK, N.A., acting in  
its capacity as Collateral Agent for the  
Secured Parties**

By:   
Name: Peter Thauer  
Title: Managing Director

**GRANTOR:  
SOUNDBITE COMMUNICATIONS, INC.**

*[Signature Page to Patent IP Release]*

**PATENT  
REEL: 041821 FRAME: 0163**

## SCHEDULE A

Title	Country	App. Number	Pat. Number
VOICE MESSAGE DELIVERY METHOD AND SYSTEM	United States	09751931	6785363
ANSWERING MACHINE DETECTION FOR VOICE MESSAGE DELIVERY METHOD AND SYSTEM	United States	09839840	7054419
ADDRESS BOOK FOR A VOICE MESSAGE DELIVERY METHOD AND SYSTEM	United States	10051453	6829331
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS	United States	11336151	8379834
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGN WITH REDUCED CUSTOMER-TO-AGENT CONNECTION LATENCY	United States	12350738	8270594
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGN USING A HOLD QUEUE	United States	12350745	8280031
MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS	United States	12626291	8270575
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH TEXT MESSAGING	United States	12626312	8462918
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH CALL PACING	United States	12629298	8594312
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH PROACTIVE PAYMENTS	United States	12731681	
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH PREFERENCE MANAGEMENT	United States	12753158	
MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH CUSTOMER RECOVERY	United States	13346860	8594309

Title	Country	App. Number	Pat. Number
MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS WITH CALL RECORDING AND SECURITY	United States	13348427	
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGN WITH REDUCED CUSTOMER-TO-AGENT CONNECTION LATENCY	United States	13620762	8718270
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGN USING A HOLD QUEUE	United States	13620778	8605887
MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS	United States	13620780	8804919
IDENTIFYING RECYCLED TELEPHONE NUMBERS	United States	13710499	8891750
ROBUST DTMF DETECTION IN AN UNRELIABLE VOICE-OVER-IP (VOIP) ENVIRONMENT	United States	13717209	9401998
METHOD AND SYSTEM FOR MANAGING INTERACTIVE COMMUNICATIONS CAMPAIGNS	United States	13769417	