

## PATENT ASSIGNMENT COVER SHEET

Electronic Version v1.1  
 Stylesheet Version v1.2

EPAS ID: PAT7140259

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT	
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST	
<b>CONVEYING PARTY DATA</b>		
	<b>Name</b>	<b>Execution Date</b>
	PNC BANK, NATIONAL ASSOCIATION	12/21/2021
<b>RECEIVING PARTY DATA</b>		
<b>Name:</b>	VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC	
<b>Street Address:</b>	3875 EMBASSY PKWY, STE 350	
<b>City:</b>	AKRON	
<b>State/Country:</b>	OHIO	
<b>Postal Code:</b>	44333	
<b>Name:</b>	CALLPROMISE LLC	
<b>Street Address:</b>	3875 EMBASSY PKWY, STE 350	
<b>City:</b>	AKRON	
<b>State/Country:</b>	OHIO	
<b>Postal Code:</b>	44333	
<b>PROPERTY NUMBERS Total: 36</b>		
<b>Property Type</b>	<b>Number</b>	
Patent Number:	9398154	
Patent Number:	8112069	
Patent Number:	8213911	
Patent Number:	8223956	
Patent Number:	8792866	
Patent Number:	9055149	
Patent Number:	9386155	
Patent Number:	9578175	
Patent Number:	9516168	
Patent Number:	9942403	
Patent Number:	9992340	
Patent Number:	9998600	
Patent Number:	8150023	
Patent Number:	8514872	
Patent Number:	8594311	

Property Type	Number
Patent Number:	7746999
Patent Number:	8938221
Patent Number:	9294624
Patent Number:	9355183
Patent Number:	9143614
Patent Number:	9094516
Patent Number:	10027806
Patent Number:	9451088
Patent Number:	9582779
Patent Number:	9805129
Patent Number:	9807236
Patent Number:	7787610
Patent Number:	8229101
Patent Number:	9065916
Patent Number:	9178997
Application Number:	14247251
Application Number:	14532001
Application Number:	62310775
Application Number:	15076658
Application Number:	15445892
Application Number:	15798394

#### CORRESPONDENCE DATA

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<b>ATTORNEY DOCKET NUMBER:</b>	55463.008
<b>NAME OF SUBMITTER:</b>	QUI LU FLOOD
<b>SIGNATURE:</b>	/Qui Lu Flood/
<b>DATE SIGNED:</b>	01/25/2022

#### Total Attachments: 5

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## **TERMINATION AND RELEASE OF PATENT SECURITY AGREEMENT**

**THIS TERMINATION AND RELEASE OF PATENT SECURITY AGREEMENT** (this "Termination"), is dated as of December 21, 2021, and made by **PNC BANK, NATIONAL ASSOCIATION** (the "Grantee"), to **VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC**, a Delaware limited liability company ("VHT Solutions") and **CALLPROMISE LLC**, a Delaware limited liability company ("CallPromise", together with VHT Solutions, collectively, "Grantors" and each individually a "Grantor").

WHEREAS, pursuant to that certain Patent Security Agreement dated as of July 27, 2018, made by Grantors in favor of Grantee (the "Security Agreement"), a security interest was granted by each Grantor to Grantee in certain collateral, including the Intellectual Property (as hereinafter defined);

WHEREAS, the Security Agreement was recorded with the patent division of the United States Patent and Trademark Office on July 30, 2018, at Reel/Frame 046500/0207;

WHEREAS, Grantee now desires to terminate the Security Agreement and terminate, release and discharge its security interest in the Intellectual Property;

NOW, THEREFORE, for good and valuable consideration, the receipt and adequacy of which are hereby acknowledged, and upon the terms set forth in this Termination, Grantee hereby states as follows:

1. Definitions. The term "Intellectual Property," as used herein, shall mean all of each Grantor's right, title and interest of every kind and nature as of the date hereof in the Intellectual Property listed on Exhibit A hereto.

2. Release of Security Interest. Grantee hereby terminates the Security Agreement and terminates, releases and discharges its security interest in the Intellectual Property and reassigns to the person or persons legally entitled thereto all right, title and interest of Grantee in the Intellectual Property.

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IN WITNESS WHEREOF, the Grantee has caused this Termination to be executed by its duly authorized officer as of the date first written above.

**PNC BANK, NATIONAL ASSOCIATION**

By: *A Midov*  
Name: Aznaur Midov  
Title: Vice President

**Exhibit A**

<b>Loan Party</b>	<b>Application / Patent No.</b>	<b>Jurisdiction</b>	<b>Title</b>
Virtual Hold Technology Solutions, LLC	USP 9,398,154	US	Communication System For Establishing Automated Call Back Using Queues
Virtual Hold Technology Solutions, LLC	USP 8,112,069	US	System And Method For Establishing Automated Call Back Using A Mobile Communication Device
Virtual Hold Technology Solutions, LLC	USP 8,213,911	US	Mobile Communication Device For Establishing Automated Call Back
Virtual Hold Technology Solutions, LLC	USP 8,223,956	US	System and Method For Managing, Directing, and Queuing Communication Events
Virtual Hold Technology Solutions, LLC	USP 8,792,866	US	Communication Device For Establishing Call Back
Virtual Hold Technology Solutions, LLC	USP 9,055,149	US	Managing, Directing and Queuing Communication Events Using Image Technology
Virtual Hold Technology Solutions, LLC	USP 9,386,155	US	Communication Device For Establishing Automated Call Back Using Queues
Virtual Hold Technology Solutions, LLC	USP 9,578,175	US	Communication Device For Establishing Automated Call Back Using Queues
Virtual Hold Technology Solutions, LLC	USP 9,516,168	US	Managing, Directing, and Queuing Communication Events Using Near-Field Communications
Virtual Hold Technology Solutions, LLC	USP 9,942,403	US	Communication System For Determining Queue Using Contextual Data
Virtual Hold Technology Solutions, LLC	USP 9,992,340	US	Communication System For Establishing Automated Call Back Using Queues
Virtual Hold Technology Solutions, LLC	USP 9,998,600	US	Managing, Directing, and Queuing Communication Events Using Near-Field Communications

<b>Loan Party</b>	<b>Application / Patent No.</b>	<b>Jurisdiction</b>	<b>Title</b>
Virtual Hold Technology Solutions, LLC	Patent No. 8,150,023	US	Automated System And Method For Distinguishing Audio Signals Received In Response To Placing And Outbound Call
Virtual Hold Technology Solutions, LLC	Patent No. 8,514,872	US	Accessory Queue Management System And Method For Interfacing With A Queuing System
Virtual Hold Technology Solutions, LLC	Patent No. 8,594,311	US	Expected Wait Time Augmentation System And Method
Virtual Hold Technology Solutions, LLC	Patent No. 7,746,999	US	Resource Based Queue Management System And Method
Virtual Hold Technology Solutions, LLC	Patent No. 8,938,221	US	System And Method For Providing A Call Back Cloud
Virtual Hold Technology Solutions, LLC	Patent No. 9,294,624	US	System And Method For Client Interaction Application Integration
Virtual Hold Technology Solutions, LLC	Patent No. 9,355,183	US	System And Method For Contact Information Integration With Search Results
Virtual Hold Technology Solutions, LLC	Patent No. 9,143,614	US	System And Method For Client Interaction Application Integration
Virtual Hold Technology Solutions, LLC	Patent No. 9,094,516	US	System And Method For Contact Information Integration With Search Results
Virtual Hold Technology Solutions, LLC	Appln. No. 14/247,251	US	Real-Time consumer Interaction Via Media Broadcast
Virtual Hold Technology Solutions, LLC	Appln. No. 14/532,001	US	Unified Cross Channel Communications
Virtual Hold Technology Solutions, LLC	Patent 10,027,806 Appln. No. 14/810,493	US	System And Method For Contact Information Integration With Search Results
Virtual Hold Technology Solutions, LLC	Patent No. 9,451,088	US	System And Method For Client Interaction Application Integration
Virtual Hold Technology Solutions, LLC	62/310,775	US	System And Method For enhanced Customer Experience Workflow

<b>Loan Party</b>	<b>Application / Patent No.</b>	<b>Jurisdiction</b>	<b>Title</b>
Virtual Hold Technology Solutions, LLC	Patent No. 9,582,779	US	System And Method For Enhanced Customer Experience Workflow
Virtual Hold Technology Solutions, LLC	Appln. No. 15/076,658	US	System And Method For Client Interaction Application Integration
Virtual Hold Technology Solutions, LLC	Patent No. 9,805,129	US	System And Method For Contact Information Integration With Search Results
Virtual Hold Technology Solutions, LLC	Patent No. 9,807,236	US	System And Method For Client Interaction Application Integration
Virtual Hold Technology Solutions, LLC	Appln. No. 15/445,892	US	System And Method For Enhanced Customer Experience Workflow
Virtual Hold Technology Solutions, LLC	Appln. No. 15/798,394	US	System And Method For Contact Information Integration With Search Results
Virtual Hold Technology Solutions, LLC	USP 7,787,610	US	Automatic Call Director First In First Out Load-Balancing Accessory
Virtual Hold Technology Solutions, LLC	USP 8,229,101	US	Punctuality Call Center Metric
CallPromise LLC	USP 9,065,916	US	System and Method For Virtual Queuing of Calls
CallPromise LLC	USP 9,178,997	US	System and Method For Simulating Virtual Queuing of Calls