

## PATENT ASSIGNMENT COVER SHEET

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 Stylesheet Version v1.2

EPAS ID: PAT7488846

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST

## CONVEYING PARTY DATA

Name	Execution Date
MONROE CAPITAL MANAGEMENT ADVISORS, LLC	08/16/2022

## RECEIVING PARTY DATA

<b>Name:</b>	VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC
<b>Street Address:</b>	3875 EMBASSY PARKWAY SUITE 305
<b>City:</b>	AKRON
<b>State/Country:</b>	OHIO
<b>Postal Code:</b>	44333
<b>Name:</b>	CALLPROMISE LLC
<b>Street Address:</b>	324 N. 27TH STREET
<b>City:</b>	RICHMOND
<b>State/Country:</b>	VIRGINIA
<b>Postal Code:</b>	23223

## PROPERTY NUMBERS Total: 61

Property Type	Number
Patent Number:	9178997
Patent Number:	11115533
Patent Number:	10902367
Patent Number:	7787610
Patent Number:	8229101
Patent Number:	8594311
Patent Number:	7746999
Patent Number:	8150023
Patent Number:	8112069
Patent Number:	8213911
Patent Number:	8792866
Patent Number:	9386155
Patent Number:	9055149
Patent Number:	9578175
Patent Number:	9398154

PATENT

Property Type	Number
Patent Number:	8938221
Patent Number:	9807236
Patent Number:	9451088
Patent Number:	10027806
Patent Number:	10970348
Patent Number:	10650070
Patent Number:	9143614
Patent Number:	9805129
Patent Number:	9942403
Patent Number:	9992340
Patent Number:	9294624
Patent Number:	9516168
Patent Number:	11032424
Patent Number:	10735589
Patent Number:	10992811
Patent Number:	10609218
Patent Number:	11012568
Patent Number:	11146517
Patent Number:	10367766
Patent Number:	10291778
Patent Number:	10063703
Patent Number:	9762734
Patent Number:	10455090
Patent Number:	9582779
Patent Number:	8514872
Patent Number:	8223956
Patent Number:	9998600
Patent Number:	10769668
Patent Number:	10805468
Patent Number:	10382627
Patent Number:	9094516
Patent Number:	9065916
Patent Number:	10375245
Patent Number:	9355183
Application Number:	17069216
Application Number:	16591096
Application Number:	17389837
Application Number:	17358331

Property Type	Number
Application Number:	17014889
Application Number:	16985093
PCT Number:	WO2020205962
PCT Number:	WO2020190987
PCT Number:	WO2017165312
PCT Number:	WO2008157470
PCT Number:	WO2007044422
PCT Number:	WO2010087967

#### CORRESPONDENCE DATA

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<b>ATTORNEY DOCKET NUMBER:</b>	52007-4
<b>NAME OF SUBMITTER:</b>	LUIS MOREAU
<b>SIGNATURE:</b>	/Luis Moreau/
<b>DATE SIGNED:</b>	08/16/2022

#### Total Attachments: 8

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**RELEASE OF PATENT SECURITY AGREEMENTS**

THIS RELEASE OF PATENT SECURITY AGREEMENT dated as of August 16, 2022 (this “Release”) is made by MONROE CAPITAL MANAGEMENT ADVISORS, LLC, in its capacity as administrative agent and collateral agent (the “Administrative Agent”) for the Secured Parties under that certain Patent Security Agreement, dated as of December 21, 2022, executed by VIRTUAL HOLD TECHNOLOGY SOLUTIONS, LLC, a Delaware limited liability company (“VHT”), CALLPROMISE LLC, a Delaware limited liability company (“CallPromise”, and together with VHT each, a “Grantor” and collectively the “Grantors”), in favor of the Administrative Agent, for the benefit of the Lenders (as amended, restated, amended and restated, supplemented or otherwise modified and in effect from time to time, the “Patent Security Agreement”). All capitalized terms used but not otherwise defined herein have the meanings given to them in the Patent Security Agreement or the Guaranty and Collateral Agreement referenced in the Patent Security Agreement, as applicable.

WHEREAS, pursuant to the Patent Security Agreement, which was recorded in the records of the United States Patent and Trademark Office (the “USPTO”) on December 21, 2022 at Reel 058562, Frame 0624, each Grantor granted to the Administrative Agent, for the benefit of the Lenders, a security interest in, on and to all of such Grantor’s right, title and interest in the Patent Collateral, including the United States registered patents and patent applications set forth on the attached Schedule 1; and

WHEREAS, pursuant to that certain Payoff Letter, dated as of August 16, 2022, by and among the Grantors, the Administrative Agent and certain other parties party thereto, each Grantor has requested and the Administrative Agent has agreed to provide a document suitable for recording in the USPTO evidencing and effecting the release, relinquishment and discharge of its security interest in the Patent Collateral.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Administrative Agent does hereby, in each case, without recourse, representation or warranty of any kind whatsoever, (a) terminate and cancel the Patent Security Agreement, (b) terminate the security interest created under the Patent Security Agreement in the Patent Collateral, including without limitation the United States registered patents and patent applications set forth on the attached Schedule 1, (c) release its security interest in the Patent Collateral, (d) discharge any and all rights, title and interest it has in and the security interest granted to the Administrative Agent in the Patent Collateral, and (e) reassign, grant, and convey all rights and interests Administrative Agent may have in the Patent Collateral to each applicable Grantor.

Administrative Agent agrees, at the Grantors’ expense, to take all further actions, and provide to each Grantor and its successors, assigns and legal representatives all such cooperation and assistance, including, without limitation, the execution and delivery of any and all further documents or other instruments, as such Grantor and its successors, assigns and legal representatives may reasonably request in order to confirm, effectuate or record this Release.

Administrative Agent authorizes and requests that the Commissioner for Patents of the USPTO and any other applicable government officer record this Release.

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**IN WITNESS WHEREOF**, Administrative Agent has caused this Release to be executed and delivered by its duly authorized officer as of the date first set forth above.

**MONROE CAPITAL MANAGEMENT  
ADVISORS, LLC,**

as Administrative Agent

By: \_\_\_\_\_

Name: **Gerry Burrows**

Title: **Managing Director**

## **SCHEDULE 1**

### **Patent Collateral**

Reel 058562, Frame 0624

#### **PATENTS AND PATENT APPLICATIONS**

<b>Credit Party</b>	<b>Mark</b>	<b>Type of IP</b>	<b>Application/ Registration No.</b>	<b>Country</b>
CallPromise LLC	System and method for simulating virtual queuing of calls	Patent	9,178,997	United States
Virtual Hold Technology Solutions, LLC	Unified cross channel communications	Patent	11,115,533	United States
Virtual Hold Technology Solutions, LLC	System and method for mobile device active callback integration	Patent	16/985,093	United States
Virtual Hold Technology Solutions, LLC	Real-time consumer interaction via media broadcast	Patent	17/014,889	United States
Virtual Hold Technology Solutions, LLC	System and method for enhanced customer experience workflow	Patent	10,902,367	United States
Virtual Hold Technology Solutions, LLC	AUTOMATIC CALL DIRECTOR FIRST IN FIRST OUT LOAD-BALANCING ACCESSORY	Patent	7,787,610	United States
Virtual Hold Technology Solutions, LLC	PUNCTUALITY CALL CENTER METRIC	Patent	8,229,101	United States
Virtual Hold Technology Solutions, LLC	EXPECTED WAIT TIME AUGMENTATION SYSTEM AND METHOD	Patent	8,594,311	United States
Virtual Hold Technology Solutions, LLC	RESOURCE BASED QUEUE MANAGEMENT SYSTEM AND METHOD	Patent	7,746,999	United States
Virtual Hold Technology Solutions, LLC	AUTOMATED SYSTEM AND METHOD FOR DISTINGUISHING AUDIO SIGNALS RECEIVED IN RESPONSE TO PLACING AND OUTBOUND CALL	Patent	8,150,023	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR ESTABLISHING AUTOAMTED CALL BACK USING A MOBILE COMMUNICATION DEVICE	Patent	8,112,069	United States
Virtual Hold Technology Solutions, LLC	MOBILE COMMUNICATION DEVICE FOR ESTABLISHING AUTOMATED CALL BACK	Patent	8,213,911	United States
Virtual Hold Technology Solutions, LLC	COMMUNICATION DEVICE FOR ESTABLISHING CALL BACK	Patent	8,792,866	United States

Virtual Hold Technology Solutions, LLC	COMMUNICATION DEVICE FOR ESTABLISHING AUTOMATED CALL BACK USING QUEUES	Patent	9,386,155	United States
Virtual Hold Technology Solutions, LLC	MANAGING, DIRECTING, AND QUEUING COMMUNICATION EVENTS USING IMAGE TECHNOLOGY	Patent	9,055,149	United States
Virtual Hold Technology Solutions, LLC	COMMUNICATION DEVICE FOR ESTABLISHING AUTOMATED CALL BACK USING QUEUES	Patent	9,578,175	United States
Virtual Hold Technology Solutions, LLC	COMMUNICATION SYSTEM FOR ESTABLISHING AUTOMATED CALL BACK USING QUEUES	Patent	9,398,154	United States
Virtual Hold Technology Solutions, LLC	MANAGING, DIRECTING, AND QUEUING COMMUNICATION EVENTS USING NEAR-FIELD COMMUNICATIONS	Patent	CA2830107	Canada
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR PROVIDING A CALLBACK CLOUD	Patent	8,938,221	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CLIENT INTERACTION APPLICATION INTEGRATION	Patent	9,807,236	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CLIENT INTERACTION APPLICATION INTEGRATION	Patent	9,451,088	United States
Virtual Hold Technology Solutions, LLC	System and Method for Contact Information Integration with Search Results	Patent	10,027,806	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CONTACT INFORMATION INTEGRATION WITH SEARCH RESULTS	Patent	10,970,348	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CONTACT INFORMATION INTEGRATION WITH SEARCH RESULTS	Patent	10,650,070	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CLIENT INTERACTION APPLICATION INTEGRATION	Patent	9,143,614	United States
Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CONTACT INFORMATION WITH SEARCH RESULTS	Patent	9,805,129	United States
Virtual Hold Technology Solutions, LLC	COMMUNICATION SYSTEM FOR DETERMINING QUEUE USING CONTEXTUAL DATA	Patent	9,942,403	United States
Virtual Hold Technology Solutions, LLC	COMMUNICATION SYSTEM FOR ESTABLISHING AUTOMATED CALL BACK USING QUEUES	Patent	9,992,340	United States



Virtual Hold Technology Solutions, LLC	SYSTEM AND METHOD FOR CLIENT INTERACTION APPLICATION INTEGRATION	Patent	9,294,624	United States
Virtual Hold Technology Solutions, LLC	MANAGING, DIRECTING, AND QUEUING COMMUNICATION EVENTS USING NEAR-FIELD COMMUNICATIONS	Patent	9,516,168	United States
Virtual Hold Technology Solutions, LLC	System and method for a cloud callback platform	Patent	17/358,331	United States
Virtual Hold Technology Solutions, LLC	System and method for hybrid callback management and failure recovery	Patent	11,032,424	United States
Virtual Hold Technology Solutions, LLC	System and method for mobile device active callback prioritization	Patent	17/389,837	United States
Virtual Hold Technology Solutions, LLC	A system and method for mobile device active callback integration	Patent	WO2020/205962	WIPO
Virtual Hold Technology Solutions, LLC	System and method for mobile device active callback integration	Patent	10,735,589	United States
Virtual Hold Technology Solutions, LLC	System and method for intent-based active callback management	Patent	10,992,811	United States
Virtual Hold Technology Solutions, LLC	A system and method for intent-based active callback management	Patent	WO2020/190987	WIPO
Virtual Hold Technology Solutions, LLC	System and method for intent-based active callback management	Patent	10,609,218	United States
Virtual Hold Technology Solutions, LLC	System and method for providing chat-based customer callbacks	Patent	11,012,568	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing	Patent	11,146,517	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing	Patent	10,367,766	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing	Patent	10,291,778	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing	Patent	10,063,703	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing	Patent	9,762,734	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing and enhancement in a contact center environment	Patent	16/591,096	United States
Virtual Hold Technology Solutions, LLC	Intermediary device for data message network routing and enhancement in a contact center environment	Patent	10,455,090	United States

Virtual Hold Technology, LLC	System and method for enhanced customer experience workflow	Patent	WO2017/165 312	WIPO
Virtual Hold Technology Solutions, LLC	System and method for enhanced customer experience workflow	Patent	9,582,779	United States
Virtual Hold Technology, LLC	An automated system and method for distinguishing audio signals received in response to placing an outbound call	Patent	WO2007/044 422	WIPO
Virtual Hold Technology, LLC	An accessory queue management system and method for interacting with a queuing system	Patent	WO2008/157 470	WIPO
Virtual Hold Technology, LLC	An accessory queue management system and method for interacting with a queuing system.	Patent	MX20090138 39	Mexico
Virtual Hold Technology, LLC	An accessory queue management system and method for interacting with a queuing system	Patent	GB2462987	United Kingdom
Virtual Hold Technology Solutions, LLC	Accessory queue management system and method for interacting with a queuing system	Patent	8,514,872	United States
Virtual Hold Technology Solutions, LLC	An accessory queue management system and method for interacting with a queuing system	Patent	CA2690966	Canada
Virtual Hold Technology, LLC	System and method for managing, directing, and queuing communication events	Patent	WO2010/087 967	WIPO
Virtual Hold Technology Solutions, LLC	System and method for managing, directing, and queuing communication events	Patent	8,223,956	United States
Virtual Hold Technology Solutions, LLC	System and method for managing, directing, and queuing communication events	Patent	CA2750942	Canada
Virtual Hold Technology Solutions, LLC	Managing, directing, and queuing communication events using near-field communications	Patent	9,998,600	United States
Virtual Hold Technology Solutions, LLC	Managing, directing, and queuing communication events using near-field communications	Patent	GB2507658	United Kingdom
Virtual Hold Technology Solutions, LLC	Real-time consumer interaction via media broadcast	Patent	10,769,668	United States
Virtual Hold Technology Solutions, LLC	System and method for contact information integration with search results	Patent	17/069,216	United States
Virtual Hold Technology Solutions, LLC	System and method for contact information integration with search results	Patent	10,805,468	United States
Virtual Hold Technology Solutions, LLC	System and method for contact information integration with search results	Patent	10,382,627	United States
Virtual Hold Technology Solutions, LLC	System and method for contact information integration with search results	Patent	9,094,516	United States

CallPromise LLC	System and method for virtual queuing of calls	Patent	9,065,916	United States
Virtual Hold Technology Solutions, LLC	Unified cross channel communications	Patent	10,375,245	United States
Virtual Hold Technology Solutions, LLC	System and method for contact information integration with search results	Patent	9,355,183	United States