

<b>PATENT ASSIGNMENT COVER SHEET</b>
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 Stylesheet Version v1.2

EPAS ID: PAT7833502

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	SECURITY INTEREST
<b>CONVEYING PARTY DATA</b>	
<b>Name</b>	<b>Execution Date</b>
CX360, INC.	03/08/2023
<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	CREDIT SUISSE AG, CAYMAN ISLANDS BRANCH, AS COLLATERAL AGENT
<b>Street Address:</b>	11 MADISON AVENUE
<b>City:</b>	NEW YORK
<b>State/Country:</b>	NEW YORK
<b>Postal Code:</b>	10010
<b>PROPERTY NUMBERS Total: 9</b>	
<b>Property Type</b>	<b>Number</b>
Patent Number:	6879685
Patent Number:	6882723
Patent Number:	6904143
Patent Number:	6922466
Patent Number:	6970554
Patent Number:	7003079
Patent Number:	8102973
Patent Number:	8885798
Patent Number:	9407764
<b>CORRESPONDENCE DATA</b>	
<b>Fax Number:</b>	(212)751-4864
<i>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.</i>	
<b>Phone:</b>	2129061216
<b>Email:</b>	angela.amaru@lw.com
<b>Correspondent Name:</b>	LATHAM & WATKINS LLP C/O ANGELA M. AMARU
<b>Address Line 1:</b>	1271 AVENUE OF THE AMERICAS
<b>Address Line 4:</b>	NEW YORK, NEW YORK 10020
<b>ATTORNEY DOCKET NUMBER:</b>	030786-0812
<b>NAME OF SUBMITTER:</b>	ANGELA M. AMARU

<b>SIGNATURE:</b>	/s/Angela M. Amaru
<b>DATE SIGNED:</b>	03/08/2023
<b>Total Attachments: 5</b> source=Intrado - Notice of Grant of Security Interest in Patents (CX360)#page1.tif source=Intrado - Notice of Grant of Security Interest in Patents (CX360)#page2.tif source=Intrado - Notice of Grant of Security Interest in Patents (CX360)#page3.tif source=Intrado - Notice of Grant of Security Interest in Patents (CX360)#page4.tif source=Intrado - Notice of Grant of Security Interest in Patents (CX360)#page5.tif	

**Notice of Grant of Security Interest in Patents**

NOTICE OF GRANT OF SECURITY INTEREST IN PATENTS, dated as of March 8, 2023 (this “Notice”), made by CX360, Inc., a Delaware corporation, (the “Pledgor”), in favor of Credit Suisse AG, Cayman Islands Branch, as Collateral Agent (as defined below).

Reference is made to the Collateral Agreement (First Lien), dated as of October 10, 2017 (as amended, restated, supplemented or otherwise modified from time to time, the “Collateral Agreement”), among West Corporation (the “Borrower”), as successor by merger to Olympus Merger Sub Inc., each subsidiary of the Borrower identified therein and Credit Suisse AG, Cayman Islands Branch, as collateral agent (together with its successors and assigns in such capacity, the “Collateral Agent”) for the Secured Parties (as defined therein). The parties hereto agree as follows:

SECTION 1. *Terms.* Capitalized terms used in this Notice and not otherwise defined herein have the meanings specified in the Collateral Agreement. The rules of construction specified in Section 1.01(b) of the Collateral Agreement also apply to this Notice.

SECTION 2. *Grant of Security Interest.* As security for the payment and performance, as applicable, in full of the Secured Obligations, the Pledgor pursuant to the Collateral Agreement did, and hereby does, assign and pledge to the Collateral Agent, its successors and permitted assigns, for the benefit of the Secured Parties, a continuing security interest in all of such Pledgor’s right, title and interest in, to and under any and all of the following assets now owned or at any time hereafter acquired by such Pledgor or in which such Pledgor now has or at any time in the future may acquire any right, title or interest (collectively, but excluding any Excluded Property, the “Patent Collateral”):

all Patents, including those listed on Schedule I.

SECTION 3. *Collateral Agreement.* The security interests granted to the Collateral Agent herein are granted in furtherance, and not in limitation of, the security interests granted to the Collateral Agent pursuant to the Collateral Agreement. Each Pledgor hereby acknowledges and affirms that the rights and remedies of the Collateral Agent with respect to the Patent Collateral are more fully set forth in the Collateral Agreement, the terms and provisions of which are hereby incorporated herein by reference as if fully set forth herein. In the event of any conflict between the terms of this Notice and the Collateral Agreement, the terms of the Collateral Agreement shall govern.

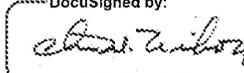
SECTION 4. *Counterparts.* This Notice may be executed in two or more counterparts, each of which shall constitute an original but all of which when taken together shall constitute but one contract. Delivery of an executed counterpart to this Notice by facsimile or other electronic transmission shall be as effective as delivery of a manually signed original.

SECTION 5. *Governing Law.* THIS NOTICE AND ANY CLAIMS, CONTROVERSY, DISPUTE OR CAUSES OF ACTION (WHETHER IN CONTRACT OR TORT OR OTHERWISE) BASED UPON, ARISING OUT OF OR RELATING TO THIS NOTICE AND THE RIGHTS AND OBLIGATIONS OF THE PARTIES UNDER THIS NOTICE SHALL BE CONSTRUED IN ACCORDANCE WITH AND GOVERNED BY THE LAWS OF THE STATE OF NEW YORK, WITHOUT REGARD TO ANY PRINCIPLE OF CONFLICTS OF LAW THAT COULD REQUIRE THE APPLICATION OF ANY OTHER LAW.

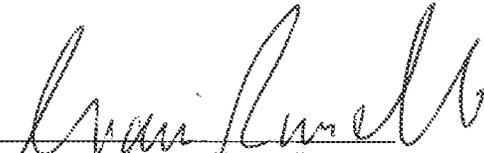
[Signature Pages Follow]

IN WITNESS WHEREOF, the parties hereto have duly executed this Notice as of the day and year first above written.

CX360, INC.

DocuSigned by:  
  
By: \_\_\_\_\_  
654E39CCC1C5489...  
Name: Christopher Wikoff  
Title: Treasurer

CREDIT SUISSE AG, CAYMAN ISLANDS  
BRANCH  
as Collateral Agent,

By:   
Name: Gianni Russello  
Title: Authorized Signatory

By:   
Name: Johannes Werner  
Title: Authorized Signatory

Schedule I  
to Notice of Grant of Security Interest in Patents

Patents Owned by CX360, Inc.

*U.S. Patent Registrations*

<u>Title</u>	<u>Patent No.</u>	<u>Issue Date</u>
APPARATUS AND METHOD FOR ANALYZING ROUTING OF CALLS IN AN AUTOMATED RESPONSE SYSTEM	6879685	4/12/2005
APPARATUS AND METHOD FOR QUANTIFYING AN AUTOMATION BENEFIT OF AN AUTOMATED RESPONSE SYSTEM	6882723	4/19/2005
APPARATUS AND METHOD FOR LOGGING EVENTS THAT OCCUR WHEN INTERACTING WITH AN AUTOMATED CALL CENTER SYSTEM	6904143	6/7/2005
SYSTEM AND METHOD FOR ASSESSING A CALL CENTER	6922466	7/26/2005
SYSTEM AND METHOD FOR OBSERVING CALLS TO A CALL CENTER	6970554	11/29/2005
APPARATUS AND METHOD FOR MONITORING PERFORMANCE OF AN AUTOMATED RESPONSE SYSTEM	7003079	2/21/2006
Systems And Methods For Presenting End To End Calls And Associated Information	8102973	1/24/2012
SYSTEMS AND METHODS FOR PRESENTING END TO END CALLS AND ASSOCIATED INFORMATION	8885798	11/11/2014
SYSTEMS AND METHODS FOR PRESENTING END TO END CALLS AND ASSOCIATED INFORMATION	9407764	8/2/2016