

TRADEMARK ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT
------------------	----------------

NATURE OF CONVEYANCE:	REASSIGNMENT AND RELEASE OF SECURITY INTEREST
-----------------------	---

CONVEYING PARTY DATA			
Name	Formerly	Execution Date	Entity Type
COMERICA BANK		11/10/2004	Michigan banking corporation:

RECEIVING PARTY DATA	
Name:	PRIMUS KNOWLEDGE SOLUTIONS, INC.
Street Address:	1201 3RD AVE.
Internal Address:	40TH FLOOR
City:	SEATTLE
State/Country:	WASHINGTON
Postal Code:	98101-3099
Entity Type:	CORPORATION: WASHINGTON

PROPERTY NUMBERS Total: 35

Property Type	Number	Word Mark
Registration Number:	2136510	PRIMUS
Registration Number:	2148501	PRIMUS
Registration Number:	2223717	PRIMUS
Registration Number:	2023863	SHARING KNOWLEDGE WORLDWIDE
Registration Number:	1909857	SOLUTIONBUILDER
Registration Number:	2101263	
Registration Number:	1982345	SOLUTIONFINDER
Registration Number:	2027845	SOLUTIONMANAGER
Registration Number:	1909858	SOLUTIONNET
Registration Number:	2069721	SOLUTIONPUBLISHER
Registration Number:	2128932	SOLUTIONTEAM
Registration Number:	2093088	SOLUTIONWIZARD
Registration Number:	2222446	SOLUTIONX
Serial Number:	75353506	SOLUTIONEXPLORER

CH \$890.00 2136510

Serial Number:	75383675	SOLUTIONSERIES
Serial Number:	75482294	
Serial Number:	75475069	PRIMUS KNOWLEDGE SOLUTIONS
Serial Number:	76064758	SERVE THEM RIGHT
Serial Number:	76064593	SERVE THEM RIGHT
Serial Number:	76036254	SUPPORTCHANGE.COM
Serial Number:	76036253	SUPPORTCHANGE.COM
Serial Number:	76036252	SALESCHANGE.COM
Serial Number:	76036251	SALESCHANGE.COM
Serial Number:	75943227	ROI=REAL OPPORTUNITIES ON THE INTERNET
Serial Number:	75943226	MARKETCHANGE.COM
Serial Number:	75943225	ROI=REAL OPPORTUNITIES ON THE INTERNET
Serial Number:	75919324	VALUE DRIVEN ESERVICE
Serial Number:	75919323	VALUE DRIVEN ESERVICE
Serial Number:	75907004	PRIMUS
Serial Number:	75907003	PRIMUS
Serial Number:	75907002	PRIMUS
Serial Number:	75866655	PRIMUS
Serial Number:	75862345	PRIMUS
Serial Number:	75862344	PRIMUS
Serial Number:	75482295	PRIMUS KNOWLEDGE SOLUTIONS

CORRESPONDENCE DATA

Fax Number: (858)677-1401
Correspondence will be sent via US Mail when the fax attempt is unsuccessful.
Phone: 858-638-6717
Email: eobrien@graycary.com
Correspondent Name: Erin O'Brien
Address Line 1: 4365 Executive Drive
Address Line 2: Suite 1100
Address Line 4: San Diego, CALIFORNIA 92121

ATTORNEY DOCKET NUMBER:	12130,1090371-904500PRIMU
NAME OF SUBMITTER:	Erin O'Brien

Total Attachments: 4
source=primus_k#page1.tif
source=primus_k#page2.tif
source=primus_k#page3.tif

REASSIGNMENT AND RELEASE OF SECURITY INTEREST

This Reassignment and Release of Security Interest is made as of 10th day of November 2004 Comerica Bank ("LENDER") in favor of Primus Knowledge Solutions Inc. ("COMPANY") a Washington Corporation with its principal place of business at 1201 3rd Ave. 40th Fl., Seattle, WA 98101-3099

Recital

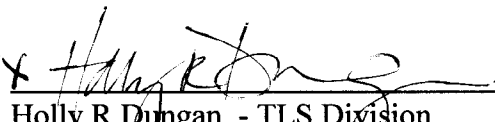
WHEREAS, COMPANY assigned certain interests in the Patents , Trademarks and Copyrights described on Exhibit A (the "Copyrights"), Exhibit B (the "Patents") and Exhibit "C" (the Trademarks) to LENDER under a Intellectual Property Security Agreement dated as of April 30, 1999 , and recorded with the U.S. Patent and Trademark Office at Volume 002784 and Pages 0388, and

WHEREAS, COMPANY has satisfied all its obligations to LENDER in the Intellectual Property Security Agreement and LENDER wishes to reassign all interest that LENDER may have in the Copyrights, Patents and Trademarks.

Agreement

Now Therefore, LENDER agrees that it releases its security interest in the Copyrights, Patents and Trademarks and reassigns to COMPANY, without warranty or recourse, all interest of LENDER in the Copyrights, Patents and Trademarks.

Comerica Bank, successor in interest to
Comerica Bank-California



Holly R Dungan - TLS Division
Corporate Banking Officer
75 E. Trimble Road
San Jose, CA 95131

EXHIBIT A

Copyrights

Description

Registration/
Application
Number

Registration/
Application
Date

SolutionExplorer Software Version 3.6
SolutionPublisher Software
Interchange Software
Interchange Chat 1.1 Software
SolutionAdmin Software

TX 5-135-876
TX 5-135-875
TX 5-151-763
TX 5-246-385
TX 5-150-815

EXHIBIT B

Patents

Description

Registration/
Application
Number

Registration/
Application
Date

TRADEMARK

REEL: 002980 FRAME: 0304

EXHIBIT C

Trademarks

<u>Description</u>	<u>Registration/ Application Number</u>	<u>Registration/ Application Date</u>
PRIMUS	2,136,510	02/17/98
PRIMUS	2,148,501	04/07/98
PRIMUS LOGO	2,223,717	02/16/99
SHARING KNOWLEDGE WORLDWIDE	2,023,863	12/17/96
SOLUTIONBUILDER	1,909,857	08/08/95
SOLUTIONBUILDER & Design	2,101,263	09/30/97
SOLUTIONFINDER	1,982,345	06/25/96
SOLUTIONMANAGER	2,027,845	12/31/96
SOLUTIONNET	1,909,858	08/08/95
SOLUTIONPUBLISHER	2,069,721	06/10/97
SOLUTIONTEAM	2,128,932	01/13/98
SOLUTIONWIZARD	2,093,088	09/02/97
SOLUTIONX	2,222,446	02/09/99
SOLUTIONEXPLORER	75/353,506	09/08/97
SOLUTIONSERIES	75/383,675	11/03/97
MISCELLANEOUS DESIGN	75/482,294	05/08/98
PRIMUS KNOWLEDGE SOLUTIONS	75/475,069	04/27/98
SERVE THEM RIGHT	76/064,758	06/06/00
SERVE THEM RIGHT	76/064,593	06/06/00
SUPPORTCHANGE.COM	76/036,254	04/27/00
SUPPORTCHANGE.COM	76/036,253	04/27/00
SALESCCHANGE.COM	76/036,252	04/27/00
SALESCCHANGE.COM	76/036,251	04/27/00
ROI = REAL OPPORTUNITIES ON THE INTERNET	75/943,227	03/13/00
MARKETCHANGE.COM	75/943,226	03/13/00
ROI = REAL OPPORTUNITIES ON THE INTERNET	75/943,225	03/13/00
VALUE DRIVEN ESERVICE	75/919,324	02/15/00
VALUE DRIVEN ESERVICE	75/919,323	02/15/00
PRIMUS	75/907,004	02/01/00
PRIMUS	75/907,003	02/01/00
PRIMUS	75/907,002	02/01/00
PRIMUS	75/866,655	12/08/99
PRIMUS	75/862,345	12/02/99
PRIMUS	75/862,344	12/02/99
PRIMUS KNOWLEDGE SOLUTIONS	75/482,295	05/08/98

TRADEMARK