

## TRADEMARK ASSIGNMENT COVER SHEET

Electronic Version v1.1  
Stylesheet Version v1.2

ETAS ID: TM697052

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	RELEASE OF SECURITY INTEREST		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
PNC BANK, NATIONAL ASSOCIATION		12/21/2021	National Banking Association:
<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>Entity Type:</b>	Limited Liability Company: DELAWARE		
<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>Entity Type:</b>	Limited Liability Company: DELAWARE		
<b>PROPERTY NUMBERS Total: 20</b>			
<b>Property Type</b>	<b>Number</b>	<b>Word Mark</b>	
<b>Registration Number:</b>	3466793	VIRTUAL HOLD	
<b>Registration Number:</b>	3622773	CONCIERGE	
<b>Registration Number:</b>	3626460	RENDEZVOUS	
<b>Registration Number:</b>	3622910	WEBCONNECT	
<b>Registration Number:</b>	3622744	BOARDER NATION	
<b>Registration Number:</b>	3626461	SENSE	
<b>Registration Number:</b>	3622775	EYEUQUEUE	
<b>Registration Number:</b>	3622776	QUEUEINFO	
<b>Registration Number:</b>	3622777	QUEUEWATCH	
<b>Registration Number:</b>	3642622	VHT	
<b>Registration Number:</b>	3646394	...THE WORLD WON'T WAIT.	
<b>Registration Number:</b>	2137640	VIRTUAL HOLD TECHNOLOGY	
<b>Registration Number:</b>	4205905	CONVERSATION BRIDGE	
		<b>TRADEMARK</b>	

Property Type	Number	Word Mark
Registration Number:	4170728	NEVER WAIT ON HOLD AGAIN
Serial Number:	87543206	AGENT ASSIST
Serial Number:	87573492	NOTIFICATION SUITE
Serial Number:	87642826	VHT NAVIGATOR
Serial Number:	87642881	NAVIGATOR WAYPOINT
Serial Number:	87871433	VHT
Serial Number:	88030126	CONVERSATION BRIDGE

**CORRESPONDENCE DATA**

Fax Number: 4159472099

*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: 4159472169

Email: qluflood@wsgr.com

Correspondent Name: Wilson Sonsini Goodrich & Rosati, P.C.

Address Line 1: One Market Plaza, Spear Tower, Suite 330

Address Line 4: San Francisco, CALIFORNIA 94105

ATTORNEY DOCKET NUMBER:	55463.008
NAME OF SUBMITTER:	Qui Lu Flood
SIGNATURE:	/Qui Lu Flood/
DATE SIGNED:	12/22/2021

**Total Attachments: 3**

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

**THIS TERMINATION AND RELEASE OF TRADEMARK 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 Trademark 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 trademark division of the United States Patent and Trademark Office on July 30, 2018 at Reel/Frame 6395/0368;

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>Serial/Registration No.</b>	<b>Jurisdiction</b>	<b>Mark</b>
Virtual Hold Technology Solutions, LLC	Serial No. 87543206	US	AGENT ASSIST
Virtual Hold Technology Solutions, LLC	Serial No. 87573492	US	NOTIFICATION SUITE
Virtual Hold Technology Solutions, LLC	Serial No. 87642826	US	VHT NAVIGATOR
Virtual Hold Technology Solutions, LLC	Serial No. 87642881	US	NAVIGATOR WAYPOINT
Virtual Hold Technology Solutions, LLC	Serial No. 87871433	US	vht (Stylized Logo)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,466,793	US	VIRTUAL HOLD
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,773	US	CONCIERGE
Virtual Hold Technology Solutions, LLC	Reg. No. 3,626,460	US	RENDEZVOUS
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,910	US	WebConnect (Stylized)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,744	US	RAPPORT
Virtual Hold Technology Solutions, LLC	Reg. No. 3,626,461	US	SENSe (Stylized)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,775	US	EyeQueue (Stylized)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,776	US	QueueInfo (Stylized)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,622,777	US	QueueWatch (Stylized)
Virtual Hold Technology Solutions, LLC	Reg. No. 3,642,622	US	VHT
Virtual Hold Technology Solutions, LLC	Reg. No. 3,646,394	US	. . . the world won't wait.
Virtual Hold Technology Solutions, LLC	Reg. No. 2,137,640	US	VIRTUAL HOLD TECHNOLOGY
Virtual Hold Technology Solutions, LLC	Serial No. 88030126	US	CONVERSATION BRIDGE
Virtual Hold Technology Solutions, LLC	Reg. No. 4,205,905	US	CONVERSATION BRIDGE
CallPromise LLC	Reg. No. 4,170,728	US	Never wait on hold again

**TRADEMARK****REEL: 007519 FRAME: 0458****RECORDED: 12/22/2021**