

Tab settings



To the Honorable Commissioner of Patents and

102990227

Original documents or copy thereof.

8-23-05

1. Name of conveying party(ies):  
**CIM LTD.**  
**c/o Golden Gate Capital**  
**One Embarcadero Center**  
**San Francisco, CA 94111**

- Individuals(s)
- General Partnership
- Corporation-State
- Other - a Cayman Islands company
- Association
- Limited Partnership

Additional name(s) of conveying party(ies) attached?  Yes  No

3. Nature of conveyance:

- Assignment
- Security Agreement
- Other
- Merger
- Change of Name

Execution Date: February 9, 2004

2. Name and address of receiving party(ies)  
Name: **WELLS FARGO Foothill, INC.,**  
**as Agent**  
Internal Address:  
Street Address: **2450 Colorado Avenue,**  
**Suite 3000 W**  
City: **Santa Monica** State: **CA** ZIP: **90404**

- Individual(s) citizenship \_\_\_\_\_
- Association \_\_\_\_\_
- General Partnership \_\_\_\_\_
- Limited Partnership \_\_\_\_\_
- Corporation-State California
- Other \_\_\_\_\_

If assignee is not domiciled in the United States, a domestic representative designation is attached:  Yes  No

(Designations must be a separate document from assignment)  
Additional name(s) & address(es) attached?  Yes  No

4. Application number(s) or patent number(s):

A. Trademark Application No.(s)

B. Trademark Registration No.(s)

CANCEL DIAL (Reg. No. 1,600,603)

Additional numbers attached?  Yes  No

5. Name and address of party to whom correspondence concerning document should be mailed:

**Mrs. Kim Walker**  
Name: **Buchalter, Nemer, Fields & Younger**

Internal Address: \_\_\_\_\_

Street Address: **601 South Figueroa Street, 24th Floor**  
City: **Los Angeles** State: **California** ZIP: **90017**

6. Total number of applications and registrations involved: 19

7. Total fee (37 CFR 3.41) ..... \$ 490<sup>00</sup>

- Enclosed
- Authorized to be charged to deposit account

8. Deposit account number:

20-0052  
(Attach duplicate copy of this page if paying by deposit account)

DO NOT USE THIS SPACE

CHARGE 490

9. Statement and signature.

To the best of *my knowledge and belief*, the foregoing information is true and correct and any attached copy is a true copy of the original document.

*Kim Walker*  
MRS. KIM WALKER

Name of Person Signing

*Christine E Wilson*  
*Kim Walker*

Signature

April 9, 2004

Date

Total number of pages including cover sheet, attachments, and document:

MELITA INTELLECTUAL PROPERTY

United States Trademark Registrations

			Reg. No.	Reg. Date	Comments
CIM	CANCEL DIAL	1,600,603		6/12/90, renewed 6/12/00	
CIM	CUSTOMER SENSITIVITY	2,157,805		5/12/96	
CIM	MELITA	1,358,955		9/10/85	
CIM	MEL (stylized)	1,337,665		5/28/85	
CIM	PHONEFRAME	1,492,013		6/14/88	
CIM	PRODUCTION DYNAMICS	2,132,914		1/27/98	
CIM	TECHNOLOGY THAT SPEAKS FOR ITSELF	1,357,817		9/3/85	
CIM	UNIVERSAL ACCESS	1,912,285		8/15/95	
CIM	UNIVERSAL AGENT	1,584,451		2/27/90, renewed 2/27/00	
CIM	UNIVERSAL SERVER	1,893,541		5/9/95	
CIM	ESHARE	2,433,709		3/6/01	
CIM	UNIVERSAL SWITCH	1,802,592		11/2/93	
CIM	MAGELLAN	2,257,387		6/29/99	
CIM	DELANO	2,692,038		3/4/03	

United States Trademark Applications

			Filing Date	Comments
CIM	CUSTOMER EXPERIENCE MANAGER	76-397602	4/18/02	Abandoned
CIM	UNIVERSAL QUEUE	76-397601	4/18/02	Abandoned
CIM	UNIVERSAL VIEW	76-397600	4/18/02	Abandoned
CIM	LOYALTY VALUE CHAIN	76-124111	9/7/00	Abandoned
CIM	TRUELOOK	75-912013	2/7/00	Abandoned

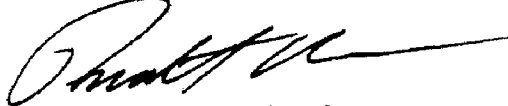
**MEMORANDUM OF SECURITY INTEREST**  
**IN INTELLECTUAL PROPERTY**

CIM LTD., an exempted company incorporated under the laws of the Cayman Islands, whose address is c/o Golden Gate Capital, One Embarcadero Center, San Francisco, CA 94111 ("Debtor") hereby acknowledges that it has granted to WELLS FARGO FOOTHILL, INC., as Agent, for the ratable benefit of the Lender Group and the Bank Product Providers, whose address is 2450 Colorado Avenue, Suite 3000W, Santa Monica, California 90404 ("Agent"), a security interest in and to all of the Debtor's right, title and interest in and to: (a) the trademark and trademark registrations and applications herefor which are identified on Schedule A attached hereto and herein incorporated by this reference (the "Trademarks"), together with the goodwill and assets of the business; (b) the patents and patent applications which are identified on Schedule B attached hereto and herein incorporated by this reference (the "Patents"); and (c) the copyright registrations and copyright licenses which are identified on Schedule C attached hereto and herein incorporated by this reference (the "Copyrights") owned by Debtor to which such Trademarks, Patents, and Copyrights are appurtenant and all actions for infringement concerning the foregoing.

The terms and conditions of the aforementioned security interest are contained in that certain Intellectual Property Security Agreement, dated as of February 9, 2004 (the "Agreement"), by and between the Debtor and Agent, for the ratable benefit of the Lender Group and the Bank Product Providers, as security for the indebtedness as set forth in the Agreement and other agreements referred to therein. Nothing contained in this Memorandum of Security Interest in Intellectual Property shall be construed as a present or absolute assignment of any of the collateral nor as limiting any interest which Agent may have in any other collateral described in the Agreement or otherwise.

IN WITNESS WHEREOF, the undersigned has duly executed this document as of the 9th day of February, 2004.

CIM LTD.,  
an exempted company incorporated  
under the laws of the Cayman Islands

By:   
Name: Prescott Ashe  
Title: Director

S-1  
Memorandum of Security Interest  
In Intellectual Property

TRADEMARK  
REEL: 003153 FRAME: 0288

**SCHEDULE A**  
**Trademarks**

**See attached.**

MELITA INTELLECTUAL PROPERTY

United States Trademark Registrations

			Ref. Date	Comments
CIM	CANCEL DIAL	1,600,603	6/12/90, renewed 6/12/00	
CIM	CUSTOMER SENSITIVITY	2,157,805	5/12/96	
CIM	MELITA	1,358,955	9/10/85	
CIM	MEL (stylized)	1,337,665	5/28/85	
CIM	PHONEFRAME	1,492,013	6/14/88	
CIM	PRODUCTION DYNAMICS	2,132,914	1/27/98	
CIM	TECHNOLOGY THAT SPEAKS FOR ITSELF	1,357,817	9/3/85	
CIM	UNIVERSAL ACCESS	1,912,285	8/15/95	
CIM	UNIVERSAL AGENT	1,584,451	2/27/90, renewed 2/27/00	
CIM	UNIVERSAL SERVER	1,893,541	5/9/95	
CIM	ESHARE	2,433,709	3/6/01	
CIM	UNIVERSAL SWITCH	1,802,592	11/2/93	
CIM	MAGELLAN	2,257,387	6/29/99	
CIM	DELANO	2,692,038	3/4/03	

United States Trademark Applications

			<b>Filing Date</b>	<b>Comments</b>
CIM	CUSTOMER EXPERIENCE MANAGER	76-397602	4/18/02	Abandoned
CIM	UNIVERSAL QUEUE	76-397601	4/18/02	Abandoned
CIM	UNIVERSAL VIEW	76-397600	4/18/02	Abandoned
CIM	LOYALTY VALUE CHAIN	76-124111	9/7/00	Abandoned
CIM	TRUELOOK	75-912013	2/7/00	Abandoned

Registered Foreign Trademarks

					Reg. Date	Comments
CIM	Canada	ESHARE	TMA0549265		8/3/01	
CIM	Canada	MELITA	TMA0430397		7/15/94	
CIM	Canada	MELITA INTERNATIONAL	TMA0424977		3/11/94	
CIM	Canada	UNIVERSAL ACCESS	TMA0486031		11/21/97	
CIM	Canada	PHONEFRAME	TMA0477592		6/11/97	
CIM	CTM	E360	1334739		11/28/00	
CIM	CTM	ESHARE CONVERSATIONS	1910827		10/18/01	
CIM	CTM	PHONEFRAME	259556		9/1/98	
CIM	France	UNIVERSAL SERVER	96 618596		3/29/96	
CIM	United Kingdom	MELITA	1486140		1/29/93	
CIM	United Kingdom	ESHARE CONVERSATIONS	2249391		8/3/01	
CIM	United Kingdom	ESHARE ESHARE ESHARE	2212648		12/0/00	
CIM	France	PHONEFRAME	1661084		3/20/91	
CIM	France	PHONEFRAME MELITA	1529105		5/9/89	
CIM	Japan	PHONEFRAME	2705280		3/31/95	



Pending Foreign Trademarks

						Filing Date	Comments
CIM	Canada	E360	CA103134600			10/6/99	Abandoned
CIM	Canada	ESHARE CONVERSATIONS	CA10795900			10/20/98	Abandoned
CIM	Canada	EAGENT	CA103134700			10/6/99	Abandoned
CIM	CTM	ESHARE	1363720				Withdrawn
CIM	CTM	MELITA	143438			4/1/96	Withdrawn
CIM	UK	COMPASS	2192523			3/23/99	Abandoned
CIM	UK	PHONEFRAME	B1588909			10/25/94	Abandoned
CIM	Canada	CONSUMER RULES BASED	CA089377300			10/20/98	Abandoned
CIM	Canada	CUSTOMER RULES BASED	CA089377200			10/20/98	Abandoned
CIM	Canada	UNIVERSAL WORK STATION	TMA0790307			8/16/95	Abandoned
CIM	CTM	EAGENT	1334648			10/6/99	Withdrawn
CIM	UK	COMPASS & DESIGN	2192526			3/23/99	Abandoned
CIM	UK	CONSUMER RULES BASED	2180006			10/20/98	Abandoned

**SCHEDULE B**  
**Patents**

**See attached.**

United States Issued Patents

			PATENT NO./ISSUED	COMMENTS
CIM	Remote access, emulation, and control of office equipment, devices and services	11/24/97	6,359,892	
CIM	Ring signal discriminator	3/9/87	3/19/02 4,720,853	
CIM	Telephone loop current modulator	2/12/87	1/19/88 4,742,539	Expired
CIM	Telephone Answering Machine with Digital Storage of Announcements and Messages	1/12/87	5/3/88 4,782,510	
CIM	Customer account online servicing system	6/16/87	11/01/88 4,797,911	
CIM	Method and Apparatus for Customer Account Servicing	12/20/88	1/10/89 4,894,857	
CIM	Method for Avoiding Call Blocking	2/12/90	1/16/90 5,070,525	Expired
CIM	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	6/5/90	12/3/91 5,214,688	
CIM	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	5/25/95	5/25/93 RE36,416	
CIM	Automated Voice System for Improving Agent Efficiency and Improving Service to Parties on Hold	4/29/94	11/30/99 5,511,112	
CIM	Non offensive termination of call detection of an Answering Machine	1/13/95	4/23/96 5,581,602	
CIM	Method and Apparatus for Non-Offensive Termination of an Outbound Call and for Detection of an Answer of an Outbound Call by an Answering Machine	11/22/96	12/3/96 5,828,731	
CIM	Method for automatically obtaining and presenting data from multiple data sources	5/16/95	10/27/98 5,675,637	
CIM	Method for Consolidation of Multiple Data Sources	8/8/97	10/7/97 6,362,838 3/26/02	

				PATENT NO. ISSUED	COMMENTS
CIM	Creating and using an adaptable multiple contact transaction object	4/17/97		6,314,089	
CIM	Transmission of voice over an asynchronous network	9/19/97		11/6/01 6,118,763	Expired
CIM	Telephone answering and call forwarding improvement	7/5/85		9/12/00 4,677,663	Expired
CIM	Automated voice system for improving agent efficiency and improving service to parties on hold	5/20/91		6/30/87 5,309,505	
CIM	Method and apparatus for providing result-oriented customer service	10/5/94		5/3/94 5,594,791	
CIM	Method and apparatus for providing result-oriented customer service	12/12/96		1/14/97 5,963,635	
CIM	Apparatus for detecting pick-up at a remote telephone set	9/7/82		10/5/99 4,477,698	Expired
CIM	Detecting signals within a passband on a telephone line	5/14/84		10/16/84 4,540,855	Expired
CIM	Current source and off-hook detector	1/29/87		9/1/85 4,742,538	Expired
				5/3/88	

United States Patent Applications

	INVENTOR	INVENTOR DATA	COMMENTS
CIM	Dynamic & interdependent processing of inbound calls and outbound calls	09/437,414	11/10/99
CIM	Method and apparatus for providing result-oriented customer service	09/325,205	06/03/99
CIM	Method for consolidation of multiple data source	09/982,514	10/18/01
CIM	Remote access, emulation, and control of office equipment	10/059,872	1/29/02
CIM	Training, certifying, assigning and collaborating agents among multiple users	09/395,498	09/14/99
CIM	Business transactions on the internet	09/469,587	12/22/99
CIM	Dynamic help option for internet customers	09/885,717	06/20/01
CIM	T1 circuit adapter	10/025,952	12/19/01
CIM	Collaboration between two computing devices	10/107,632	3/27/02
CIM	Instant access to remote resources and services	10/342,158	1/14/03
CIM	Method for assuring the establishment of a communication	10/236,226	09/26/02
CIM	Method and apparatus for providing result oriented customer service	10/433,852	6/3/03
CIM	Training, certifying, assigning collaborating agents	10/449,872	5/30/03
			Abandoned
			Continuation of U.S. patent 6,359,892, s.d. 08/977,412, priority of 60/064,251 filed 11/04/97
			Abandoned - (Continuation filed 5/30/03 (see below))
			Priority of 60/213,378
			Priority of 60/258,340 filed 12/27/00
			Priority of 60/279,380 filed 3/28/01
			Priority of 60/349,172 filed 1/16/02
			Priority of 60/326,285 filed 10/1/01

International Patent Applications

					COUNTRY	COMMENTS
CIM	Instant access to remote resources and services	PCT/US03/00988	1/14/03		PCT	
CIM	Method for assuring the establishment of a communication	PCT/US02/30959	9/27/02		PCT	

Foreign Issued Patents

					PATENT NO./ISSUED AT	COMMENTS
CIM	Canada	Customer account online servicing system	5/30/1988		1,320,580	Expired - no annuity paid
CIM	Germany	Customer account online servicing system	6/10/1988		7/20/1993 DE 38 51 182 (EP 0 295 837)	
CIM	France	Customer account online servicing system	6/10/1988		12/15/1994 0 295 837	
CIM	United Kingdom	Customer account online servicing system	6/10/1988		08/24/1994 0 295 837	
CIM	Hong Kong	Customer account online servicing system	6/10/1988		08/24/1994 1161/95 (EP 0 295 837)	
CIM	Singapore	Customer account online servicing system	6/10/1988		7/13/1995 9591169-9 (EP 0 295 837)	
CIM	Canada	Apparatus for Detecting Pick-Up at a Remote Telephone Set	07/24/1984		09/16/1995 1,214,890	Expired
CIM	Australia	Improved Method and Apparatus for Customer Account Servicing	12/20/1989		12/02/1986 625,821	Expired
CIM	Canada	Improved Method and Apparatus for Customer Account Servicing	09/19/1989		11/10/1992 1,320,292	
CIM	Germany	Improved Method and Apparatus for Customer Account Servicing	10/03/1989		07/13/1993 DE 689 20 720 (EP 0 375 119)	
CIM	France	Improved Method and Apparatus for Customer Account Servicing	10/03/1989		EP 0 375 119	
CIM	United Kingdom	Improved Method and Apparatus for Customer Account Servicing	10/03/1989		1/18/1995 EP 0 375 119	
					1/18/1995	

				PATENT NO./ PUBLICATION NO.	COMMENTS
CIM	Italy	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	EP 0 375 119	
CIM	Japan	Improved Method and Apparatus for Customer Account Servicing - Japan	12/20/1989	01/18/1995 2,108,673	Expired
CIM	Netherlands	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	11/21/1996 EP 0 375 119	
CIM	Canada	Method for Avoiding Call Blocking	12/13/1990	01/18/1995 2,032,216	Expired
CIM	Australia	Method and Apparatus for Dynamic and Interdependent Processing of Inbound calls and Outbound Calls	05/08/1991	05/18/1993 636,978	
CIM	Brazil	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	06/04/1991	09/06/1993 PI9102309-2	
CIM	Canada	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/06/1991	10/17/2000 2,041,882	
CIM	Germany	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	10/03/2000 EP 0 460 816	
CIM	France	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	04/10/2002 EP 0 460 816	
CIM	United Kingdom	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	04/10/2002 EP 0 460 816	
CIM	Japan	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	06/05/1991	04/10/2002 3093822	
CIM	Netherlands	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	07/28/2000 EP 0 460 816	
CIM	Canada	Automated Voice System for Improving Agent Efficiency and Improving Service to Parties on Hold	05/14/1992	04/10/2002 2,068,681	
CIM	United Kingdom	Automated Voice System for Improving Agent Efficiency and for Improving Service to Parties on Hold	05/11/1992	10/31/2000 EPO 0515068	
CIM	Australia	Creating and using an adaptable multiple contact transaction object	05/05/1997	12/05/2001 731709 07/19/2001	



COMMENTS	PATENT NO./ ISSUE DATE	SERIAL NO./ ISSUE DATE	TITLE	COUNTRY	CLASS
Possibly expired due to non payment of annuity	1214890 12/2/86	724/84	Apparatus for detecting pick-up at a remote telephone set	Canada	CIM

Foreign Patent Applications

CIM	EPO	Method and apparatus for dynamic and interdependent processing of inbound calls and outbound calls	01203600.0	FILING DATE	COMMENTS
CIM	Canada	Automated voice system for improving agent efficiency and improving services to parties on hold	2,314,152	08/01/00	
CIM	EPO	Automated voice system for improving agent efficiency and improving services to parties on hold	99203802.6	5/11/92	
CIM	Canada	Method and apparatus for providing result-oriented customer service	2,159,775	10/3/95	
CIM	Canada	Method for consolidation of multiple data source	2,176,177	5/9/96	
CIM	EPO	Method for consolidation of multiple data source	96303230.5	05/09/1996	
CIM	Canada	Creating and using an adaptable multiple contact transaction object	2,204,483	5/5/97	
CIM	EPO	Creating and using an adaptable multiple contact transaction object	97302951.5	4/30/97	
CIM	Canada	Transmission of voice over an asynchronous network	2,216,080	9/22/97	
CIM	EPO	Transmission of voice over an asynchronous network	97307606.0	9/26/97	
IM	Canada	Remote access, emulation, and control of office equipment, devices and services	2,308,157	10/30/98	
CIM	EPO	Remote access, emulation, and control of office equipment, devices and services	98956397.8	10/30/98	
CIM	Australia	Training, certifying, assigning and collaborating agents among multiple users	74831/00	2/5/02	
CIM	Brazil	Training, certifying, assigning and collaborating agents among multiple users	0013916.5	3/11/02	
CIM	Canada	Training, certifying, assigning and collaborating agents among multiple users	2382933	3/5/02	
CIM	EPO	Training, certifying, assigning and collaborating agents among multiple users	00963415.5	9/12/00	
CIM	Canada	Business transactions on the internet			Never filed
CIM	EPO	Business transactions on the internet	00980459.2	7/22/02	
CIM	EPO	Improved method and apparatus for customer account servicing	89310110.5	10/3/89	
CIM	EPO	Customer account online servicing system	88305327.4	6/10/88	

**SCHEDULE C**  
**Copyrights**

**NONE**