

**TRADEMARK ASSIGNMENT**

Electronic Version v1.1  
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<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT		
<b>NATURE OF CONVEYANCE:</b>	Release of Security Interest In Intellectual Property		
<b>CONVEYING PARTY DATA</b>			
<b>Name</b>	<b>Formerly</b>	<b>Execution Date</b>	<b>Entity Type</b>
Wells Fargo Foothill, Inc.		09/22/2005	CORPORATION: DELAWARE

<b>RECEIVING PARTY DATA</b>	
<b>Name:</b>	CIM Ltd.
<b>Street Address:</b>	c/o Golden Gate Capital
<b>Internal Address:</b>	One Embarcadero Center, 33rd Floor
<b>City:</b>	San Francisco
<b>State/Country:</b>	CALIFORNIA
<b>Postal Code:</b>	94111
<b>Entity Type:</b>	COMPANY: CAYMAN ISLANDS

PROPERTY NUMBERS Total: 14

Property Type	Number	Word Mark
Registration Number:	1600603	CANCEL DIAL
Registration Number:	2157805	CUSTOMER SENSITIVITY
Registration Number:	1358955	MELITA
Registration Number:	1337665	MEL
Registration Number:	1492013	PHONEFRAME
Registration Number:	2132914	PRODUCTION DYNAMICS
Registration Number:	1357817	TECHNOLOGY THAT SPEAKS FOR ITSELF
Registration Number:	1912285	UNIVERSAL ACCESS
Registration Number:	1584451	UNIVERSAL AGENT
Registration Number:	1893541	UNIVERSAL SERVER
Registration Number:	2433709	ESHARE
Registration Number:	1802592	UNIVERSAL SWITCH
Registration Number:	2257387	MAGELLAN

CH \$365.00 1600603

Registration Number:

2692038

DELANO

**CORRESPONDENCE DATA**

Fax Number: (415)439-1500

*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*

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Correspondent Name: Kirkland & Ellis, Attn: Susan Zablocki

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Address Line 4: San Francisco, CALIFORNIA 94104

NAME OF SUBMITTER:

Susan Zablocki

Signature:

/susan zablocki/

Date:

09/27/2005

**Total Attachments: 16**

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**RELEASE OF SECURITY INTEREST IN INTELLECTUAL PROPERTY**

**THIS RELEASE OF SECURITY INTEREST IN INTELLECTUAL PROPERTY** (this "Release") is made as of Sept. 22, 2005 ("Effective Date") by and between **Wells Fargo Foothill, Inc.**, a California corporation at 2450 Colorado Avenue, Suite 3000W, Santa Monica, California 90404 in its capacity as Agent ("Grantee"), and **CIM Ltd.**, an exempted company incorporated under the laws of the Cayman Islands ("Grantor").

**WHEREAS**, pursuant to the terms and conditions of the Loan Agreement (as defined below) and that certain Intellectual Property Security Agreement by and between Grantor and Grantee dated February 9, 2004 (the "Security Agreement"), Grantor granted to Grantee a continuing security interest in and to all of Grantor's right, title and interest in and to the Collateral (as defined in the Security Agreement), including, without limitation, the United States and foreign trademark registrations, set forth on Schedule A attached hereto, the United States and foreign patents and patent applications, set forth on Schedule B attached hereto, the registered copyrights, set forth on Schedule C hereto, and the patent, trademark and copyright licenses, set forth on Schedule D attached hereto, together with the goodwill associated therewith, and all products and proceeds thereof (collectively, "Scheduled Intellectual Property");

**WHEREAS**, Grantor and Grantee entered into the Security Agreement pursuant to the terms and conditions of that certain Loan and Security Agreement by and among CIM Intermediate Holdco Ltd., CIM Holdco Inc. and Melita International, Inc., on the one hand, and certain lenders and Grantee, as the arranger and administrative agent for the lenders, on the other hand, dated February 9, 2004 (as amended, modified, renewed, extended, or replaced from time to time) (the "Loan Agreement"); and

**WHEREAS**, a Memorandum of Security Interest in Intellectual Property was recorded with the United States Patent and Trademark Office ("PTO") on August 23, 2005 at Reel 3152, Frame 0281, with respect to trademark registrations and trademark applications, and on April 19, 2004 at Real 015293, Frame 0422, with respect to patents and patent applications.

**NOW, THEREFORE**, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Grantee hereby terminates the Security Agreement and the Loan Agreement, and hereby terminates, cancels and releases any and all security interests it has against the Collateral as defined in the Security Agreement, including in the Scheduled Intellectual Property.

Grantee represents and warrants that: (i) it has the full power and authority to execute this Release and (ii) it has not assigned, transferred, restricted or otherwise encumbered any security interest it has against the Collateral as defined in the Security Agreement, including in the Scheduled Intellectual Property.

\* \* \* \* \*

IN WITNESS WHEREOF, Grantee has caused this Release to be executed by its duly authorized representative as of the Effective Date.

WELLS FARGO FOOTHILL, INC.

CIM LTD.

By: Larissa Megerdichian By: \_\_\_\_\_  
Name: Larissa Megerdichian Name: \_\_\_\_\_  
Title: Vice President Title: \_\_\_\_\_

IN WITNESS WHEREOF, Grantee has caused this Release to be executed by its duly authorized representative as of the Effective Date.

WELLS FARGO FOOTHILL, INC.

CIM LTD.

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

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

Name: \_\_\_\_\_

Name: Michael J. Provenzano, III

Title: \_\_\_\_\_

Title: PRESIDENT

**SCHEDULE A****United States Trademark Registrations**

Owner	Trademark	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

Applicant	Trademark	Ser. No.	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

Registered Foreign Trademarks

Owner	Country	Trademark	Reg. No.	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

Owner	Country	Trademark	Appln. No.	Filing Date	Comments
CIM	Canada	E360	CA103134600	10/6/99	Abandoned
CIM	Canada	ESHARE CONVERSATIONS	CA10795900	10/20/00	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****United States Issued Patents**

OWNER	TITLE	SERIAL NO.	PATENT NO/ ISSUED	COMMENTS
CIM	Remote access, emulation, and control of office equipment, devices and services	11/24/97	6,359,892 3/19/02	
CIM	Ring signal discriminator	3/9/87	4,720,853 1/19/88	
CIM	Telephone loop current modulator	2/12/87	4,742,539 5/3/88	Expired
CIM	Telephone Answering Machine with Digital Storage of Announcements and Messages	1/12/87	4,782,510 11/01/88	
CIM	Customer account online servicing system	6/16/87	4,797,911 1/10/89	
CIM	Method and Apparatus for Customer Account Servicing	12/20/88	4,894,857 1/16/90	
CIM	Method for Avoiding Call Blocking	2/12/90	5,070,525 12/3/91	Expired
CIM	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	6/5/90	5,214,688 5/25/93	
CIM	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	5/25/95	RE36,416 11/30/99	
CIM	Automated Voice System for Improving Agent Efficiency and Improving Service to Parties on Hold	4/29/94	5,511,112 4/23/96	
CIM	Non offensive termination of call detection of an Answering Machine	1/13/95	5,581,602 12/3/96	
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	5,828,731 10/27/98	
CIM	Method for automatically obtaining and presenting data from multiple data sources	5/16/95	5,675,637 10/7/97	
CIM	Method for Consolidation of Multiple Data Sources	8/8/97	6,362,838 3/26/02	
CIM	Creating and using an adaptable multiple contact transaction object	4/17/97	6,314,089 11/6/01	
CIM	Transmission of voice over an asynchronous network	9/19/97	6,118,763 9/12/00	Expired
CIM	Telephone answering and call forwarding improvement	7/5/85	4,677,663 6/30/87	Expired
CIM	Automated voice system for improving agent efficiency and improving service to parties on hold	5/20/91	5,309,505 5/3/94	

Schedule B

OWNER	TITLE	SERIAL NO.	PATENT NO./ISSUED	COMMENTS
CIM	Method and apparatus for providing result-oriented customer service	10/5/94	5,594,791 1/14/97	
CIM	Method and apparatus for providing result-oriented customer service	12/12/96	5,963,635 10/5/99	
CIM	Apparatus for detecting pick-up at a remote telephone set	9/7/82	4,477,698 10/16/84	Expired
CIM	Detecting signals within a passband on a telephone line	5/14/84	4,540,855 9/1/85	Expired
CIM	Current source and off-hook detector	1/29/87	4,742,538 5/3/88	Expired

## United States Patent Applications

OWNER	TITLE	SERIAL NO.	FILING DATE	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	Abandoned
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	Continuation of U.S. patent 6,359,892, s/n 08/977,412, priority of 60/064,251 filed 11/04/97
CIM	Training, certifying, assigning and collaborating agents among multiple users	09/395,498	09/14/99	Abandoned - Continuation filed 5/30/03 (see below)
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	Priority of 60/213,378
CIM	T1 circuit adapter	10/025,952	12/19/01	Priority of 60/258,340 filed 12/27/00
CIM	Collaboration between two computing devices	10/107,632	3/27/02	Priority of 60/279,380 filed 3/28/01
CIM	Instant access to remove resources and services	10/342,158	1/14/03	Priority of 60/349,172 filed 1/16/02
CIM	Method for assuring the establishment of a communication	10/256,226	09/26/02	Priority of 60/326,285 filed 10/1/01
CIM	Method and apparatus for providing result oriented customer service	10/45352	6/3/03	
CIM	Training, certifying, assigning collaborating agents	10/449872	5/30/03	

International Patent Applications

OWNER	TITLE	APPLICATION NO.	FILING DATE	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

OWNER	COUNTRY	TITLE	SERIAL NO./	PATENT NO./ ISSUE DATE	COMMENTS
CIM	Canada	Customer account online servicing system	5/30/1988	1,320,580 7/20/1993	Expired - no annuity paid
CIM	Germany	Customer account online servicing system	6/10/1988	DE 38 51 182 (EP 0 295 837) 12/15/1994	
CIM	France	Customer account online servicing system	6/10/1988	0 295 837 08/24/1994	
CIM	United Kingdom	Customer account online servicing system	6/10/1988	0 295 837 08/24/1994	
CIM	Hong Kong	Customer account online servicing system	6/10/1988	1161/95 (EP 0 295 837) 7/13/1995	
CIM	Singapore	Customer account online servicing system	6/10/1988	9591169-9 (EP 0 295 837) 09/16/1995	
CIM	Canada	Apparatus for Detecting Pick-Up at a Remote Telephone Set	07/24/1984	1,214,890 12/02/1986	Expired
CIM	Australia	Improved Method and Apparatus for Customer Account Servicing	12/20/1989	625,821 11/10/1992	Expired
CIM	Canada	Improved Method and Apparatus for Customer Account Servicing	09/19/1989	1,320,292 07/13/1993	
CIM	Germany	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	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 1/18/1995	
CIM	United Kingdom	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	EP 0 375 119 1/18/1995	
CIM	Italy	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	EP 0 375 119 01/18/1995	
CIM	Japan	Improved Method and Apparatus for Customer Account Servicing - Japan	12/20/1989	2,108,673 11/21/1996	Expired
CIM	Netherlands	Improved Method and Apparatus for Customer Account Servicing	10/03/1989	EP 0 375 119 01/18/1995	
CIM	Canada	Method for Avoiding Call Blocking	12/13/1990	2,032,216 05/18/1993	Expired
CIM	Australia	Method and Apparatus for Dynamic and Interdependent Processing of Inbound calls and Outbound Calls	05/08/1991	636,978 09/06/1993	
CIM	Brazil	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	06/04/1991	P19102309-2 10/17/2000	
CIM	Canada	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/06/1991	2,041,882 10/03/2000	

**Schedule B**

OWNER	COUNTRY	TITLE	SERIAL NO./	PATENT NO./ ISSUE DATE	COMMENTS
CIM	Germany	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	EP 0 460 816 04/10/2002	
CIM	France	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	EP 0 460 816 04/10/2002	
CIM	United Kingdom	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	EP 0 460 816 04/10/2002	
CIM	Japan	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	06/05/1991	3093822 07/28/2000	
CIM	Netherlands	Method and Apparatus for Dynamic and Interdependent Processing of Inbound Calls and Outbound Calls	05/14/1991	EP 0 460 816 04/10/2002	
CIM	Canada	Automated Voice System for Improving Agent Efficiency and Improving Service to Parties on Hold	05/14/1992	2,068,681 10/31/2000	
CIM	United Kingdom	Automated Voice System for Improving Agent Efficiency and for Improving Service to Parties on Hold	05/11/1992	EPO 0515068 12/05/2001	
CIM	Australia	Creating and using an adaptable multiple contact transaction object	05/05/1997	731709 07/19/2001	
CIM	Canada	Apparatus for detecting pick-up at a remote telephone set	7/24/84	1214890 12/2/86	Possibly expired due to non payment of annuity

Foreign Patent Applications

OWNER	COUNTRY	TITLE	APPLICATION NO.	FILING DATE	COMMENTS
CIM	EPO	Method and apparatus for dynamic and interdependent processing of inbound calls and outbound calls	01203600.0	9/21/01	
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

None

Schedule D

SCHEDULE D

None