

**IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF TEXAS
DALLAS DIVISION**

MCOM IP, LLC,)	
Plaintiff,)	
)	Civil Action No. 3:21-cv-01550
v.)	
)	
AVAYA HOLDINGS CORP.)	
)	JURY TRIAL DEMANDED
Defendant.)	

**PLAINTIFF’S SECOND AMENDED COMPLAINT
FOR PATENT INFRINGEMENT**

mCom IP, LLC (“mCom”) files this Second Amended Complaint and demand for jury trial seeking relief from patent infringement of the claims of U.S. Patent No. 8,862,508 (“the ‘508 patent”) (referred to as the “Patent-in-Suit”) by Avaya Holdings, Corp. (“Avaya”). This Second Amended Complaint is filed in response to the Motion to Dismiss¹ filed by Defendant pursuant to Rule 15(a)(1) of the Federal Rules of Civil Procedure.

I. THE PARTIES

1. Plaintiff mCom is a Texas Limited Liability Company with its principal place of business located in Harris County, Texas.

2. On information and belief, AVAYA is a corporation existing under the laws of the State of Delaware, with a regular and established place of business located at 6021 Connection Drive Irving, TX 75039. On information and belief, AVAYA sells and offers to sell products and services throughout Texas, including in this judicial district, and introduces products and services that perform infringing methods or processes into the stream of commerce knowing that they would be

¹ Doc. No. 14.

sold in Texas and this judicial district. Defendant may be served at its place of business or anywhere they may be found.

II. JURISDICTION AND VENUE

3. This Court has original subject-matter jurisdiction over the entire action pursuant to 28 U.S.C. §§ 1331 and 1338(a) because Plaintiff's claim arises under an Act of Congress relating to patents, namely, 35 U.S.C. § 271.

4. This Court has personal jurisdiction over Defendant because: (i) Defendant is present within or has minimum contacts within the State of Texas and this judicial district; (ii) Defendant has purposefully availed itself of the privileges of conducting business in the State of Texas and in this judicial district; and (iii) Plaintiff's cause of action arises directly from Defendant's business contacts and other activities in the State of Texas and in this judicial district.

5. Venue is proper in this district under 28 U.S.C. §§ 1391(b) and 1400(b). Defendant has committed acts of infringement and has a regular and established place of business in this District. Further, venue is proper because Defendant conducts substantial business in this forum, directly or through intermediaries, including: (i) at least a portion of the infringements alleged herein; and (ii) regularly doing or soliciting business, engaging in other persistent courses of conduct and/or deriving substantial revenue from goods and services provided to individuals in Texas and this District.

III. INFRINGEMENT

A. Infringement of the '508 Patent

6. On October 14, 2014, U.S. Patent No. 8,862,508 ("the '508 patent", attached as Exhibit A) entitled "System and method for unifying e-banking touch points and providing personalized

financial services” was duly and legally issued by the U.S. Patent and Trademark Office. MCom owns the ’508 patent by assignment.

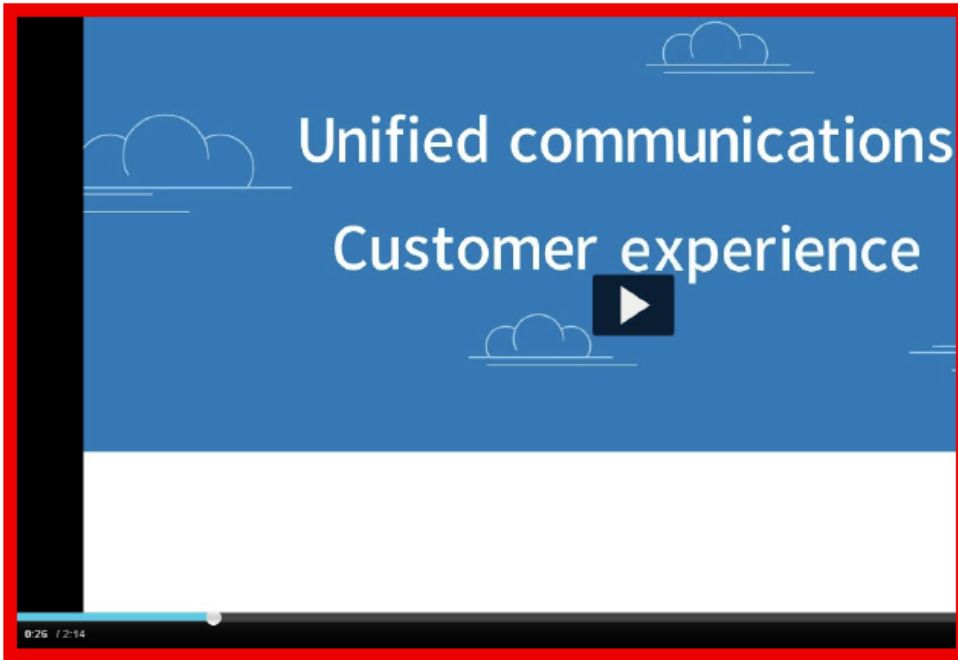
7. The ’508 patent relates to novel and improved systems and methods for constructing a unified banking system.

8. AVAYA maintains, operates, and administers methods and systems of unified banking systems that infringe one or more claims of the ’508 patent, including one or more of claims 1-20, literally or under the doctrine of equivalents. Defendant put the inventions claimed by the ’508 Patent into service (i.e., used them); but for Defendant’s actions, the claimed-inventions embodiments involving Defendant’s products and services would never have been put into service. Defendant’s acts complained of herein caused those claimed-invention embodiments as a whole to perform, and Defendant’s procurement of monetary and commercial benefit from it.

9. Support for the allegations of infringement may be found in the following preliminary table attached as Exhibit A. These allegations of infringement are preliminary and are therefore subject to change.

13. A unified electronic banking system, said system comprising:

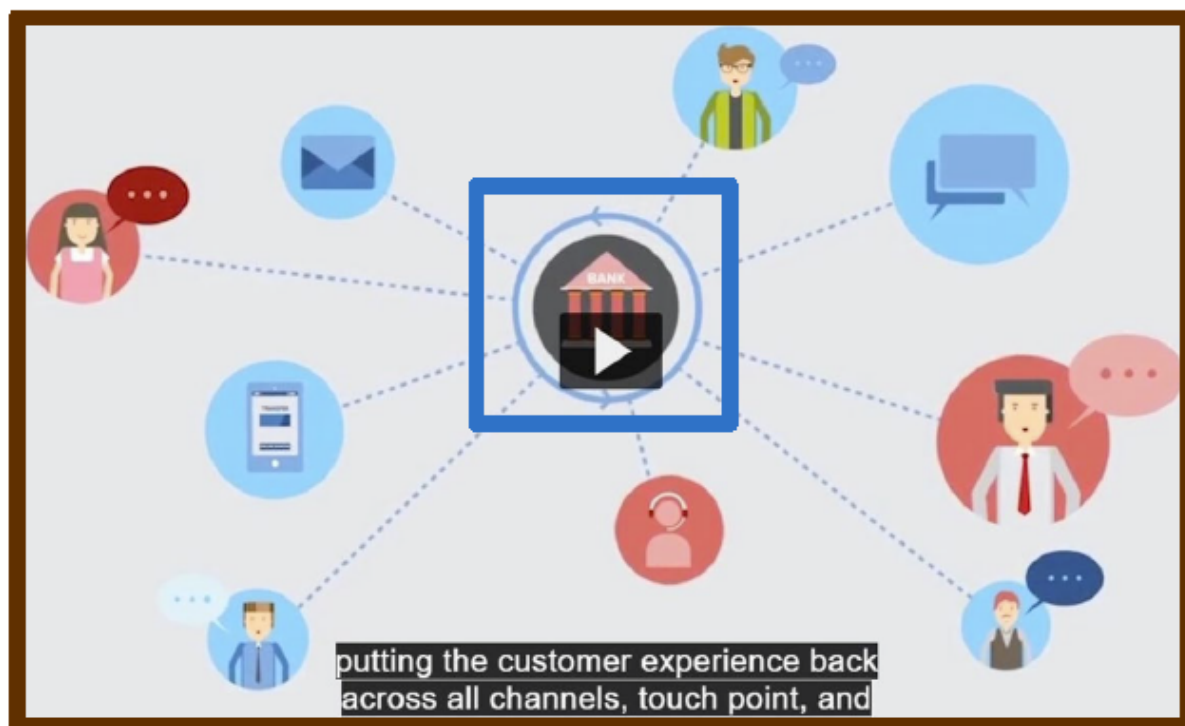
For example, Avaya has a [unified brand platform](#).



https://www.avaya.com/en/videos/create-a-company-culture-built-on-customer-centric-collaboration/1_5in4gsiz/

a common **multi-channel server**, wherein said multi-channel server is communicatively coupled to one or more independent computer systems; wherein each of one or more independent computer systems is associated with an independent financial institution, and each of said computer systems is communicatively coupled to said multi-channel server;

For example, Avaya's unified brand platform communicatively couple's digital apps and **financial institutions** with their **multi-channel (omni-channel server.)**



putting the customer experience back across all channels, touch point, and



https://www.avaya.com/en/videos/the-future-of-customer-experience-in-financial-and-insurance-services/1_c3u7va7s/

one or more e-banking touch points, each of which comprise one or more of an automatic teller/transaction machine (ATM), a self-service coin counter (SSCC), a kiosk, a digital signage display, an online accessible banking website, a personal digital assistant (PDA), a personal computer (PC), a laptop, a wireless device, or a combination of two or more thereof,

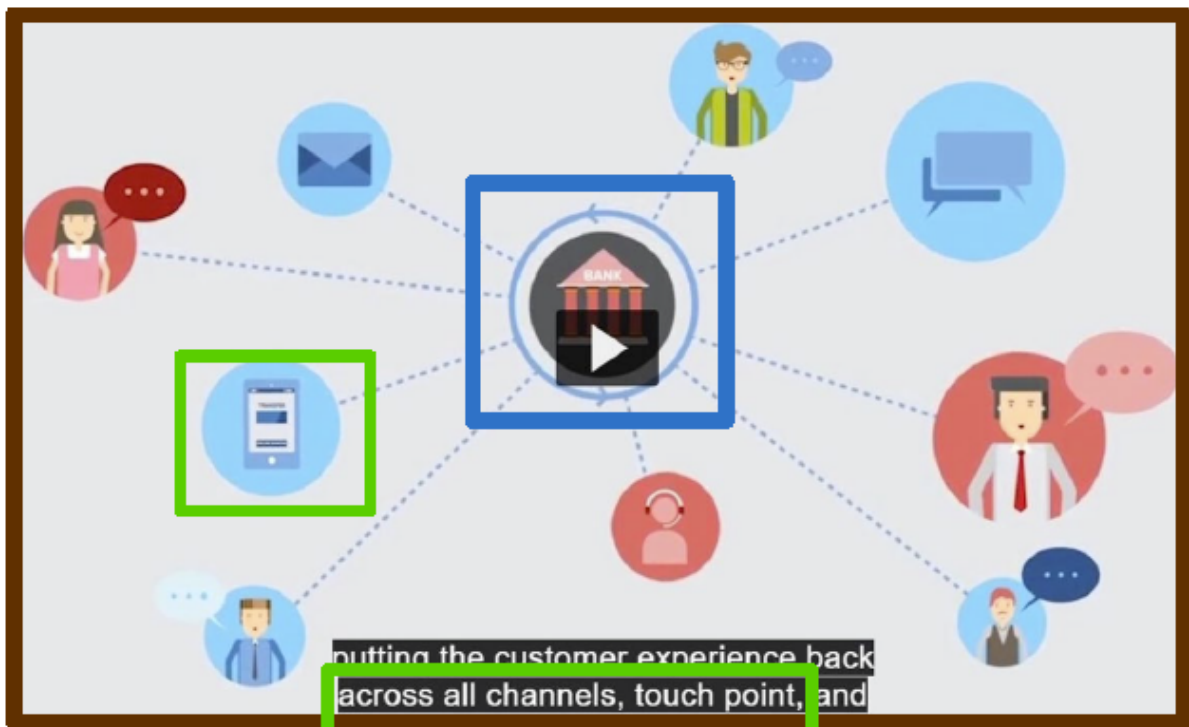
For example, Avaya's e-banking touch points include: an accessible banking website, wireless devices and any other digital banking apps, that can connect and perform banking operations.



https://www.avaya.com/en/videos/the-future-of-customer-experience-in-financial-and-insurance-services/1_c3u7va7s/

wherein one or more of said e-banking touch points are communicatively coupled to said multi-channel server, and wherein at least one of said e-banking touch points is in communication with one or more financial institutions through said multi-channel server;

For example, Avaya's customers can access the financial institution using wireless devices with Avaya's omni-channel platform.



https://www.avaya.com/en/videos/the-future-of-customer-experience-in-financial-and-insurance-services/1_c3u7va7s/

and a data storage device, wherein transactional usage data associated with a transaction initiated by a user through one of said e-banking touch points is stored in said data storage device and accessed by one or more of said other e-banking touch points:

For example, Avaya's banking technology stores the customers personal and financial information on Avaya's data base. Customer information is stored on Avaya's data base and can be accessed by wireless or mobile devices.



<https://www.avaya.com/en/solutions/financial-services/#>

wherein said active session is monitored via said server in real-time for selection of targeted marketing content correlated to said user-defined preferences, said targeted marketing content correlated to said user-defined preferences is selected subsequent to said monitoring

For example, Avaya's omni-channel banking platform allows for real-time targeted marketing.

Slide 1 of 2 for this claim element

Making Transactions

Convenient

Secure

Simple

Quick

Mobile Banking

Virtual Teller Machine

Desktop

Live Video

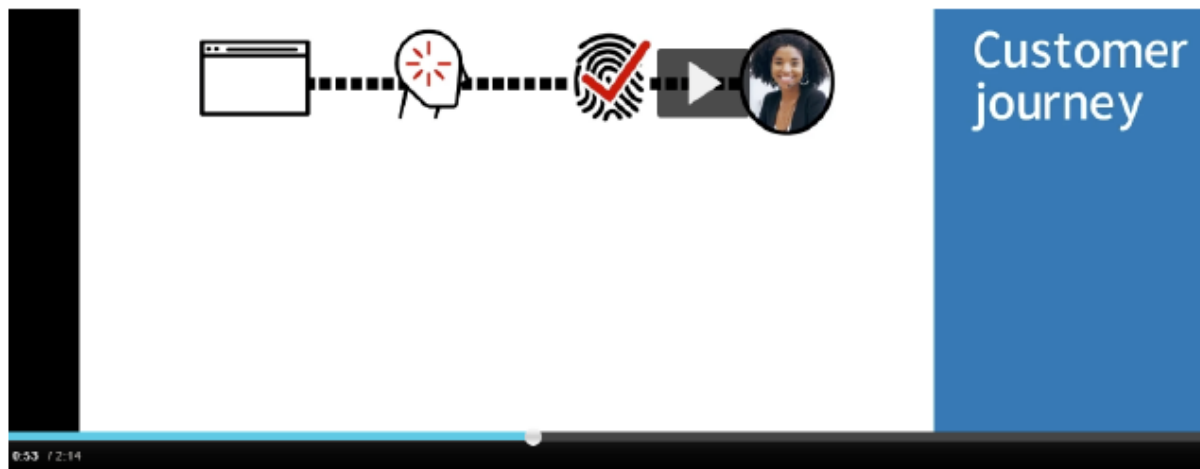
banks deliver greater,
real-time access to products and services.

https://www.avaya.com/en/videos/the-future-of-customer-experience-in-financial-and-insurance-services/1_c3u7va7s/

wherein said active session is monitored via said server in real-time for selection of targeted marketing content correlated to said user-defined preferences, said targeted marketing content correlated to said user-defined preferences is selected subsequent to said monitoring

For example, Avaya's omni-channel banking platform allows for real-time targeted marketing.

Slide 2 of 2 for this claim element



At 0:53 / 2:14 of video “Predict needs and pro-actively engage customers using customer journey intelligence

https://www.avaya.com/en/videos/create-a-company-culture-built-on-customer-centric-collaboration/1_5in4gsiz/

and transmitted in real-time to at least one of said e-banking touch points for acceptance, rejection, or no response by a user, and wherein said response by said user is used during said active session to determine whether transmission of additional information related to said marketing content occurs during said active session.

For example, Avaya's targeted marketing campaign enables banks to deliver sales offers to customers in real time such loans with their proactive outreach platform.

Slide 1 of 3 for this claim element



<https://www.avaya.com/en/solutions/financial-services/#>

10. AVAYA has and continues to induce infringement. AVAYA has actively encouraged or instructed others (e.g., its customers and/or the customers of its related companies), and continues

to do so, on how to construct a unified banking system such as to cause infringement of one or more of claims 1–20 of the '508 patent, literally or under the doctrine of equivalents. Moreover, AVAYA has known of the '508 patent and the technology underlying it from at least the filing date of the lawsuit.

11. AVAYA has and continues to contributorily infringe. AVAYA has actively encouraged or instructed others (e.g., its customers and/or the customers of its related companies), and continues to do so, on how to use its products and services (e.g., construction of unified banking system) and related services that provide unified banking systems such as to cause infringement of one or more of claims 1–20 of the '508 patent, literally or under the doctrine of equivalents. To be clear, Avaya directly infringes one or more of claims 1-18 of the '508 patent, as provided herein. The Avaya products further have no noninfringing uses. Further, Avaya's products are a material part of the claimed invention as they are the complete invention. Moreover, AVAYA has known of the '508 patent and the technology underlying it from at least the filing date of the lawsuit.

12. AVAYA has caused and will continue to cause MCom damage by direct and indirect infringement of (including inducing infringement of) the claims of the '508 patent.

IV. JURY DEMAND

MCom hereby requests a trial by jury on issues so triable by right.

V. PRAYER FOR RELIEF

WHEREFORE, MCom prays for relief as follows:

- a. enter judgment that Defendant has infringed the claims of the '508 patent;

- b. award MCom damages in an amount sufficient to compensate it for Defendant's infringement of the '508 patent in an amount no less than a reasonable royalty or lost profits, together with pre-judgment and post-judgment interest and costs under 35 U.S.C. § 284;
- c. award MCom an accounting for acts of infringement not presented at trial and an award by the Court of additional damage for any such acts of infringement;
- d. declare this case to be "exceptional" under 35 U.S.C. § 285 and award MCom its attorneys' fees, expenses, and costs incurred in this action;
- e. a decree addressing future infringement that either (i) awards a permanent injunction enjoining Defendant and its agents, servants, employees, affiliates, divisions, and subsidiaries, and those in association with Defendant from infringing the claims of the Patents-in-Suit, or (ii) awards damages for future infringement in lieu of an injunction in an amount consistent with the fact that for future infringement the Defendant will be an adjudicated infringer of a valid patent, and trebles that amount in view of the fact that the future infringement will be willful as a matter of law; and
- f. award MCom such other and further relief as this Court deems just and proper.

Respectfully submitted,

Ramey & Schwaller, LLP

A handwritten signature in blue ink, appearing to read "WPP", with a large, loopy flourish underneath.

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CERTIFICATE OF SERVICE

Pursuant to the Federal Rules of Civil Procedure and Local Rule CV-5, I hereby certify that all counsel of record who have appeared in this case are being served on this day of January 6, 2022, with a copy of the foregoing via e-mail.

/s/ William P. Ramey, III
William P. Ramey, III