

**IN THE UNITED STATES DISTRICT COURT  
FOR THE WESTERN DISTRICT OF TEXAS  
WACO DIVISION**

ESTECH SYSTEMS IP, LLC,

Plaintiff,

v.

POLYCOM, INC and PLANTRONICS,  
INC.,

Defendants.

CIVIL ACTION NO. 6:23-cv-00876

FIRST AMENDED COMPLAINT FOR  
PATENT INFRINGEMENT

**JURY TRIAL DEMANDED**

**FIRST AMENDED COMPLAINT FOR PATENT INFRINGEMENT**

Plaintiff Estech Systems IP, LLC (“Estech”) files this first amended complaint (“Complaint”) against Defendants Polycom, Inc. and Plantronics, Inc. (collectively “Poly” or “Defendants”) alleging, based on its own knowledge as to itself and its own actions, and based on information and belief as to all other matters, as follows:

**PARTIES**

1. Estech Systems IP, LLC is a Texas corporation, with its principal place of business at 3701 East Plano Parkway, Suite 300, Plano, Texas 75074.

2. Defendant Polycom, Inc. is a corporation organized and existing under the laws of Delaware. Polycom, Inc. may be served through its registered agent, CT Corporation System, at 1999 Bryan Street, Suite 900, Dallas, Texas 75201.

3. Defendant Plantronics, Inc. is a corporation organized and existing under the laws of Delaware. Plantronics, Inc. may be served through its registered agent, CT Corporation System, at 1999 Bryan Street, Suite 900, Dallas, Texas 75201.

4. Upon information and belief, Defendant Plantronics, Inc. acquired Defendant Polycom, Inc. in 2018, changing its branding to “Poly” in 2019.

5. Defendants Polycom, Inc. and Plantronics, Inc. maintain an office in the Western District of Texas located at 7700 West Parmer Lane, Building C, 1st Floor, Austin, TX 78729-8101.

### **JURISDICTION AND VENUE**

6. This is an action for infringement of United States patents arising under 35 U.S.C. §§ 271, 281, and 284–85, among others. This Court has subject matter jurisdiction of the action under 28 U.S.C. § 1331 and § 1338(a).

7. Venue is proper in this district pursuant to 28 U.S.C. §§ 1400(b) and 1391(b-c).

8. Defendants are subject to this Court’s specific and general personal jurisdiction due at least to their substantial business in this forum, including (i) at least a portion of the infringements alleged herein; and/or (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 in this district.

9. Specifically, Defendants intend to and do business in Texas, directly or through intermediaries and offer their products and/or services, including those accused herein of infringement, to customers and potential customers located in Texas, including in the Western District of Texas.

10. Defendants maintain at least one regular and established place of business in this district, including, at least, 7700 West Parmer Lane, Building C, 1st Floor, Austin, TX 78729-8101.

### **THE TECHNOLOGY**

11. Estech is an affiliate of Estech Systems, Inc. (“ES Inc.”) which for more than 30 years has been a leading U.S.-based provider of end-to-end business phone solutions. ES Inc.’s Network Operations Center is located in Plano, Texas.

12. Since 1987, ES Inc. has sold more than 400,000 solutions to its customers, working with more than 1,500 certified partners nationwide. Its customers include small and large businesses across the country.

13. Recognizing that business doesn't get done without communication, ES Inc. provides powerful products that are easy and simple to use. ES Inc.'s products are engineered to make intelligent technology that is intuitive and user-friendly, empowers employee productivity, and fuels customer satisfaction.

14. ES Inc.'s technology is American-engineered. From its Plano, Texas headquarters, ES Inc. provides a full solutions portfolio of modern business phone systems, including Cloud, Hybrid, Pure IP, and SIP dial tone products. Given ES Inc.'s end-to-end product offerings, its customers are empowered to choose the product features they need and want.

15. ES Inc.'s products include the most integrated cloud PBX in the market—the award-winning ESI Cloud PBX; Voice over IP (VoIP) products and systems; and on-premises products. A cloud-based PBX is a sophisticated telephone exchange system that uses a cloud infrastructure to provide communication services, such as telephony services.

16. VoIP transmits and receives voice communications over data networks, such as the Internet or private networks, using the Internet Protocol (IP).

17. VoIP systems offer several advantages over traditional phone systems including, but not limited to, lower cost and more efficient network management.

18. VoIP systems also enable integration of additional communication services.

19. ES Inc. cloud-based VoIP products have handled billions of call minutes.

20. ES Inc. also provides U.S.-based, best-in-class technical support for its customers.

21. The patents-in-suit, U.S. Patent Nos. 8,391,298 (the “‘298 Patent”), 7,068,684 (the “‘684 Patent”) and 7,123,699 (the “‘699 Patent”) (collectively, the “Estech Asserted Patents”), are generally directed to systems and methods for providing robust, feature-rich communications systems including, but not limited to, VoIP telephony and additional communication services that can be integrated with a VoIP telephony system.

22. The Estech Asserted Patents have been widely licensed in relevant industries, including 19 different license agreements consummated to date, including with Cisco Systems, Microsoft, Mitel, and Avaya.

23. Products and services of or provided by Cisco, Microsoft, Avaya, Mitel, RingCentral, or their Affiliates, including any portions thereof, alone or in combination with one or more other products, services, processes, or other items, are not alleged to satisfy, in whole or in part, any element or a step of any claim in the Estech Asserted Patents.

#### **THE ACCUSED INSTRUMENTALITIES**

24. On information and belief, Defendants have and continue to design, make, manufacture, sell, and offer to sell communication equipment and services and system-design services, including but not limited to, for example, Poly telephony devices (e.g., Poly VVX 150, Poly VVX 250, Poly VVX 301/311, Poly VVX 350, Poly VVX401/411, Poly VVX 450, Poly VVX 501, Poly VVX 601, Poly CCX 700, Poly CCX 600, Poly CCX 500/505, Poly CCX 400, Poly CCX 350, Polycom VVX 300, Polycom VVX 310, Polycom VVX 400, Polycom VVX 410, Polycom VVX 500, Polycom VVX 600, Poly Edge B Series, Poly Edge B10, Poly Edge B20, Poly Edge B30, Poly Edge E100, Poly Edge E220, Poly Edge E300 Series, Poly Edge E400 Series, Poly Edge E500 Series, Poly VVX D230 DECT IP Phone, Poly Rove Wireless DECT IP Phone Solution, Ploy Trio C60, Poly Trio 8800, and Ploy Trio 8300), Poly VoIP telephony servers (e.g.,

Polycom Rack Server 220 (R220), Polycom Rack Server 230 (R230), Polycom Rack Server 240 (R240), Polycom Rack Server 620 (R620), Polycom Rack Server 630 (R630), and Polycom Rack Server 640 (R640)), and products and services that incorporate the same or similar technology, that employ VoIP to perform various functions including, but not limited to, voice calling, voicemail, directory services, quality of service, and others using multiple components including, but not limited to, for example, hubs, switches, routers, session border controllers, servers and the like, and the software for operating such components (“Poly Products and Services”).

25. Upon information and belief, Defendants design telecommunication and information handling systems for its customers by incorporating the Poly Products and Services into their customers’ existing network infrastructure.

26. Upon information and belief, the telecommunication and information handling systems made for, sold and offered for sale to customers by Poly and the telecommunication and information handling systems used by Poly employees provide at least one or more of the following functionalities: (i) the ability to make VoIP-based voice calls using its VoIP telephony devices; (ii) the ability to store voice mail messages; (iii) the ability to allow access to the voice mail messages using VoIP telephony devices; and (iv) the ability to provide directory services, which include, but are not limited to, for example, providing directory information to a user or VoIP telephony device, including, but not limited to, for example, providing a list of telecommunications extensions through VoIP telephony devices.

27. When this Complaint references “Accused Instrumentalities,” it is referring to the telecommunications and information handling systems Poly offers to sell, sells, and makes for its customers as well as the systems its employees use that are referenced in paragraphs 23-25 above and are incorporated herein by reference.

**COUNT I**  
**Infringement of U.S. Patent No. 8,391,298**

28. Estech repeats and re-alleges the allegations in paragraphs 11-23 (Technology) and 24-27 (The Accused Instrumentalities) as though fully set forth in their entirety.

29. Estech owns all substantial rights, interest, and title in and to the '298 Patent, including the sole and exclusive right to prosecute this action and enforce the '298 Patent against infringers, and to collect damages for all relevant times. The United States Patent and Trademark Office duly issued the '298 Patent on March 5, 2013. A copy of the '298 Patent is attached as Exhibit A.

30. The '298 Patent is titled "Phone Directory in a Voice Over IP Telephone System." The '298 Patent describes information processing systems that store a list of phone numbers, integrated with a VoIP telephony system, to provide those phone numbers to the user of a VoIP telephone. The user can use that list to dial the telephone number of another user associated with the VoIP telephony system.

31. The claims of the '298 Patent are not directed to an abstract idea. For example, claim 13 of the '298 Patent recites a specific arrangement of devices and networking components. Together those devices and networking components enable a user of a first telecommunications device to observe a list of a plurality of telecommunications extensions. The list of extensions is stored in a server within a specific networking configuration, and the user can select to view a subset of the extensions. Taken as a whole, the claimed inventions of the '298 Patent are not limited to well-understood, routine, or conventional activity. Rather, the claimed inventions include inventive components that improve upon the functioning and operation of information processing systems.

32. The written description of the '298 Patent describes in technical detail each of the limitations of the claims, allowing a skilled artisan to understand the scope of the claims and how the non-conventional and non-generic combination of claim limitations is patently distinct from and improved upon what may have been considered conventional or generic in the art at the time of the invention.

33. Poly has infringed the '298 Patent by making, having made, using, importing, providing, supplying, distributing, selling, or offering the Accused Instrumentalities for sale.

34. The Accused Instrumentalities provide VoIP-based voice calling and data-networking services to VoIP telephony devices.

35. The Accused Instrumentalities use first, second, and third LANs that are coupled with a WAN.

36. The Accused Instrumentalities include VoIP telephony devices connected to LANs, the VoIP telephony devices having telecommunications extensions associated therewith, the telecommunications extensions being coupled to the second and third LANs.

37. The VoIP telephony devices include circuitry (i) enabling users of VoIP telephony devices to observe a list of telecommunications extensions; (ii) to automatically call one of the telecommunications extensions in response to a user selecting one of the telecommunications extensions from the list; and (iii) enabling the user to select between observing the list of telecommunications extensions coupled to the second LAN or the third LAN.

38. The Accused Instrumentalities include servers in the second LAN that store telecommunications extensions accessed across the WAN.

39. As described above, Poly has directly infringed (literally or under the doctrine of equivalents) at least Claim 13 of the '298 Patent. Poly's infringement in this regard is ongoing.

Poly's infringement of Claim 13 of the '298 Patent is described in more detail in a claim chart attached as Exhibit B, and fully incorporated by reference.

40. Estech has been damaged as a result of the infringing conduct by Poly alleged above. Thus, Poly is liable to Estech in an amount that compensates it for such infringements, which by law cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court under 35 U.S.C. § 284.

41. Estech or its predecessors-in-interest have satisfied all statutory obligations required to collect pre-filing damages for the full period allowed by law for infringement of the '298 Patent, including meeting the marking requirements of 35 U.S. Code § 287.

42. Poly has also indirectly infringed the '298 Patent by inducing others to directly infringe the '298 Patent. Poly has induced end-users, including Poly's customers, partners, personnel, clients, and contractors, to directly infringe (literally or under the doctrine of equivalents) the '298 Patent by making and using the Accused Instrumentalities. Poly took active steps, directly or through contractual relationships with others, with the specific intent to cause them to use the Accused Instrumentalities in a manner that infringes one or more claims of the '298 Patent, including, for example, Claim 13 of the '298 Patent. Such steps by Poly included, among other things, advising or directing customers, partners, personnel, contractors or end-users to make or use the Accused Instrumentalities in an infringing manner; advertising and promoting the use of the Accused Instrumentalities in an infringing manner; or distributing instructions that guide users to use the Accused Instrumentalities in an infringing manner. Poly is performing these steps, which constitute induced infringement with the knowledge of the '298 Patent and with the knowledge that the induced acts constitute infringement. Poly is aware that the normal and



customary use of the Accused Instrumentalities by others would infringe the '298 Patent. Poly's inducement is ongoing.

43. Poly has also indirectly infringed by contributing to the infringement of the '298 Patent. Poly has contributed to the direct infringement of the '298 Patent by its customers, partners, personnel, contractors, clients, and suppliers. The Accused Instrumentalities have special features that are specially designed to be used in an infringing way and that have no substantial uses other than ones that infringe one or more claims of the '298 Patent, including, for example, Claim 13 of the '298 Patent. The special features include, for example, the devices and networking components recited in Claim 13, including the interrelation between those devices and networking components, that allow the claimed server to provide a list of extensions and for the user to select to view a subset of the extensions. The special features constitute a material part of the invention of one or more of the claims of the '298 Patent and are not staple articles of commerce suitable for substantial non-infringing use. Poly's contributory infringement is ongoing.

44. Furthermore, on information and belief, Poly has a policy or practice of not reviewing the patents of others (including instructing its employees to not review the patents of others), and thus has been willfully blind of Estech's patent rights.

45. Poly's actions are at least objectively reckless as to the risk of infringing a valid patent and this objective risk was either known or should have been known by Poly.

46. Poly's direct and indirect infringement of the '298 Patent is, has been, and continues to be willful, intentional, deliberate, or in conscious disregard of Estech's rights under the patent.

47. Estech has been damaged as a result of the infringing conduct by Poly alleged above. Thus, Poly is liable to Estech in an amount that compensates it for such infringements,

which by law cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court under 35 U.S.C. § 284.

48. Estech has suffered irreparable harm, through its loss of market share and goodwill, for which there is no adequate remedy at law. Estech has and will continue to suffer this harm by virtue of Poly's infringement of the '298 Patent. Poly's actions have interfered with and will interfere with Estech's ability to license technology. The balance of hardships favors Estech's ability to commercialize its own ideas and technology. The public interest in allowing Estech to enforce its right to exclude outweighs other public interests, which supports injunctive relief in this case.

**COUNT II**  
**Infringement of U.S. Patent No. 7,068,684**

49. Estech repeats and re-alleges the allegations in paragraphs 11-23 (Technology) and 24-27 (The Accused Instrumentalities) as though fully set forth in their entirety.

50. Estech owns all substantial rights, interest, and title in and to the '684 Patent, including the sole and exclusive right to prosecute this action and enforce the '684 Patent against infringers, and to collect damages for all relevant times. The United States Patent and Trademark Office duly issued the '684 Patent on June 27, 2006. A copy of the '684 Patent is attached as Exhibit C.

51. The '684 Patent is titled "Quality of Service in a Voice Over IP Telephone System." The '684 Patent describes information handling systems used to transmit voice using VoIP technology. The information handling systems throttle the amount of data being transferred from a workstation connected to the VoIP telephone.

52. The claims of the '684 Patent are not directed to an abstract idea. For example, claim 42 of the '684 Patent recites specific steps performed by a specific arrangement of devices

and networking components and operations performed by those components. Together, those devices and networking components provide quality of service to audio information by throttling the amount of data being transferred through a VoIP telephony device. Taken as a whole, the claimed inventions of the '684 Patent are not limited to well-understood, routine, or conventional activity. Rather, the claimed inventions include inventive components that improve upon the function and operation of information processing systems.

53. The written description of the '684 Patent describes in technical detail each of the limitations of the claims, allowing a skilled artisan to understand the scope of the claims and how the non-conventional and non-generic combination of claim limitations is patently distinct from and improved upon what may have been considered conventional or generic in the art at the time of the invention.

54. Poly has infringed the '684 Patent by making, having made, using, importing, providing, supplying, distributing, selling, or offering the Accused Instrumentalities for sale.

55. The Accused Instrumentalities provide VoIP-based voice calling and data-networking services to VoIP telephony devices.

56. The Accused Instrumentalities include VoIP servers such that audio information for VoIP-based voice calls is communicated between at least VoIP telephony devices and VoIP servers.

57. The Accused Instrumentalities include workstations (including, but not limited to, for example, desktop computers, workstations, laptops, embedded devices, point-of-sale devices, and mobile devices) that send and receive data from data servers (including, but not limited to, for example, websites) that transfer data through VoIP telephony devices.

58. The Accused Instrumentalities sufficiently throttle data sent from workstations to VoIP telephony devices to increase a rate of transfer of audio information during the communication of audio information, the data throttling comprises reducing a future amount of data from being transferred from the workstation if the amount of data exceeds a predetermined threshold.

59. As described above, Poly has directly infringed (literally or under the doctrine of equivalents) at least Claim 42 of the '684 Patent. Poly's infringement of Claim 42 of the '684 Patent is described in more detail in a claim chart attached as Exhibit D, and fully incorporated by reference.

60. Estech has been damaged as a result of the infringing conduct by Poly alleged above. Thus, Poly is liable to Estech in an amount that adequately compensates it for such infringements, which by law cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court under 35 U.S.C. § 284.

61. Estech or its predecessors-in-interest have satisfied all statutory obligations required to collect pre-filing damages for the full period allowed by law for infringement of the '684 Patent, including meeting the marking requirements of 35 U.S. Code § 287.

**COUNT III**  
**Infringement of U.S. Patent No. 7,123,699**

62. Estech repeats and re-alleges the allegations in paragraphs 11-23 (Technology) and 24-27 (The Accused Instrumentalities) as though fully set forth in their entirety.

63. Estech owns all substantial rights, interest, and title in and to the '699 Patent, including the sole and exclusive right to prosecute this action and enforce the '699 Patent against infringers, and to collect damages for all relevant times. The United States Patent and Trademark

Office duly issued the '699 Patent on October 17, 2006. A copy of the '699 Patent is attached as Exhibit E.

64. The '699 Patent is titled "Voice Mail in a Voice Over IP Telephone System." The '699 Patent describes an information handling system for storing a voice mail message in a voice mail box in a voice mail system within a first local area network (LAN). A user can access and listen to the voice mail using a VoIP telecommunications device within a second LAN by connecting to the first LAN via a wide-area network (WAN), such as the Internet.

65. The claims of the '699 Patent are not directed to an abstract idea. For example, claim 1 of the '699 Patent recites a specific arrangement of devices in a networking environment. Together those devices enable a user within a second LAN to access and listen to voice mail messages stored within a first LAN. Taken as a whole, the claimed inventions of the '699 Patent are not limited to well-understood, routine, or conventional activity. Rather, the claimed inventions include inventive components that improve upon the functioning and operation of information processing systems.

66. The written description of the '699 Patent describes in technical detail each of the limitations of the claims, allowing a skilled artisan to understand the scope of the claims and how the non-conventional and non-generic combination of claim limitations is patently distinct from and improved upon what may have been considered conventional or generic in the art at the time of the invention.

67. Poly has infringed the '699 Patent by making, having made, using, importing, providing, supplying, distributing, selling, or offering the Accused Instrumentalities for sale.

68. The Accused Instrumentalities operate under a routable protocol including, but not limited to, for example, TCP/IP or UDP/IP.

69. The Accused Instrumentalities include VoIP servers that store a voice mail message in a voice mail box in a voice mail system within a first LAN.

70. The Accused Instrumentalities include VoIP telephony devices coupled to the second LAN that provide a sensory indication when the voice message is stored in the voice mail box within the first LAN. The VoIP telephony devices allow a user to access the voice mail system within the first LAN to listen to the voice message stored in the voice mail box. The VoIP telephony devices allow a user to access the voice mail message stored in the voice mail box provided by the VoIP Servers by using communication protocols, including, but not limited to, for example, TCP/IP, UDP/IP, Session Initiation Protocol (SIP), Session Description Protocol (SDP), Real-time Transport Protocol (RTP), and Real-time Transport Control Protocol (RTCP) protocols to: (i) establish a channel between the first and second LANs over the WAN; (ii) couple an audio path over the channel between the telecommunications device and the voice mail box; and (iii) stream voice data containing the voice message from the voice mail box to the telecommunications device over the audio path.

71. The VoIP telephony devices and VoIP servers can establish a channel between the first and second LANs over the WAN, wherein the establishing includes: (i) in response to an input at VoIP telephony devices, sending a user mail box connection message from the second LAN to the first LAN requesting a channel, wherein the user mail box connection message includes an extension associated with VoIP telephony devices and an identification of the voice mail box; (ii) assigning the channel by VoIP servers in the first LAN; and (iii) sending a connection established message from VoIP servers in the first LAN to the second LAN.

72. As described above, Poly has directly infringed (literally or under the doctrine of equivalents) at least Claim 1 of the '699 Patent. Poly's infringement of Claim 1 of the '699 Patent

is described in more detail in a claim chart attached as Exhibit F, and fully incorporated by reference.

73. Estech has been damaged as a result of the infringing conduct by Poly alleged above. Thus, Poly is liable to Estech in an amount that adequately compensates it for such infringements, which by law cannot be less than a reasonable royalty, together with interest and costs as fixed by this Court under 35 U.S.C. § 284.

74. Estech or its predecessors-in-interest have satisfied all statutory obligations required to collect pre-filing damages for the full period allowed by law for infringement of the '699 Patent, including meeting the marking requirements of 35 U.S. Code § 287.

#### **JURY DEMAND**

Pursuant to Rule 38 of the Federal Rules of Civil Procedure, Estech requests a trial by jury on all issues triable by a jury.

#### **PRAYER FOR RELIEF**

Estech requests that the Court find in its favor and against Poly, and that the Court grant Estech the following relief:

a. Judgment that one or more claims of the Estech Asserted Patents have been infringed, either literally or under the doctrine of equivalents, by Poly or all others acting in concert therewith;

b. A permanent injunction enjoining Poly and its officers, directors, agents, servants, affiliates, employees, divisions, branches, subsidiaries, parents, and all others acting in concert therewith from infringement of the '298 Patent; or, in the alternative, an award of a reasonable ongoing royalty for future infringement of the '298 Patent by such entities;

- c. Judgment that Poly accounts for and pays to Estech all damages to and costs incurred by Estech because of Poly's infringing activities and other conduct complained of herein;
- d. Judgment that Poly's infringements be found willful, and that the Court award treble damages for the period of such willful infringement pursuant to 35 U.S.C. § 284;
- e. Pre-judgment and post-judgment interest on the damages caused by Poly's infringing activities and other conduct complained of herein;
- f. That this Court declare this an exceptional case and award Estech its reasonable attorneys' fees and costs in accordance with 35 U.S.C. § 285; and
- g. All other and further relief as the Court may deem just and proper under the circumstances.

Dated: February 23, 2024

Respectfully submitted,

By: /s/ Fred I. Williams

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**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that on February 23, 2024, the undersigned cause a copy of the foregoing document to be serve on all counsel of record, via the Court's CM/ECF system, pursuant to the Federal Rules of Civil Procedure.

/s/ Fred I. Williams  
Fred I. Williams