| 1 | COOLEY GODWARD KRONISH LLP | | | | | |
|----------|--|--|--|--|--|--|
| 2 | STEPHEN C. NEAL (CA BAR NO. 170085) (nealsc@cooley.com) | | | | | |
| 3 | JANET L. CULLUM (CA BAR NO. 104336) (jcullum@cooley.com) Five Palo Alto Square | | | | | |
| 4 | Five Palo Alto Square 3000 El Camino Real | | | | | |
| 5 | Palo Alto, CA 94306-2155 Telephone: (650) 843-5000 | | | | | |
| 6 | Facsimile: (650) 857-0663 | | | | | |
| 7 | Attorneys for Plaintiff RONALD A. KATZ TECHNOLOGY LICENSING, L.P. | | | | | |
| 8 | EICEI(GII(G, E.I. | | | | | |
| 9 | UNITED STATES DISTRICT COURT | | | | | |
| 10 | CENTRAL DISTRICT OF CALIFORNIA | | | | | |
| 11 | WESTERN DIVISION | | | | | |
| 12 | | | | | | |
| 13 | In re KATZ INTERACTIVE CALL PROCESSING PATENT | Case No. 2:07-ML-1816-B-RGK (FFMx) | | | | |
| 14 15 | LITIGATION This document relates to: | Case No. 2:07-CV-2257-RGK (FFMx) | | | | |
| 16 | RONALD A. KATZ TECHNOLOGY | | | | | |
| 17 | LICENSING, L.P., | PLAINTIFF RONALD A. KATZ TECHNOLOGY LICENSING, L.P.'S | | | | |
| 18 | Plaintiff, | FIRST AMENDED COMPLAINT FOR PATENT INFRINGEMENT AND | | | | |
| 19 | V. | DEMAND FOR JURY TRIAL | | | | |
| 20 | AMERICAN ELECTRIC POWER COMPANY, INC.; SOUTHWESTERN ELECTRIC | Hon. R. Gary Klausner | | | | |
| 21 | POWER COMPANY; CENTERPOINT ENERGY, INC.; | | | | | |
| 22 | CENTERPOINT ENERGY HOUSTON ELECTRIC LLC: | | | | | |
| 23 | CENTERPOINT ENERGY RESOURCES CORP.; and | | | | | |
| 24 | WHIRLPOOL CORPORATION, | | | | | |
| 25 | Defendants. | | | | | |
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COOLEY GODWARD KRONISH LLP ATTORNEYS AT LAW PALO ALTO

PLAINTIFF'S FIRST AMENDED COMPLAINT FOR PATENT INFRINGEMENT AND DEMAND FOR JURY TRIAL Plaintiff, Ronald A. Katz Technology Licensing, L.P. ("Katz Technology Licensing"), by counsel, alleges as follows:

THE PARTIES

- 1. Plaintiff Katz Technology Licensing is a limited partnership organized under the laws of the State of California, and having a principal place of business at 9220 Sunset Blvd. #315, Los Angeles, California 90069.
- **2.** On information and belief, Defendant American Electric Power Company, Inc. is a corporation organized under the laws of the State of New York, and having a principal place of business at 1 Riverside Plaza, Columbus, Ohio 43215-2372.
- 3. On information and belief, Defendant Southwestern Electric Power Company is a corporation organized under the laws of the State of Delaware, and having a principal place of business at Shreveport, Louisiana.
- **4.** On information and belief, Defendant CenterPoint Energy, Inc. is a corporation organized under the laws of the State of Texas, and having a principal place of business at 1111 Louisiana, Houston, TX 77002.
- 5. On information and belief, Defendant CenterPoint Energy Houston Electric LLC is a limited liability company organized under the laws of the State of Texas, and having a principal place of business at 1111 Louisiana, Houston, TX 77002.
- **6.** On information and belief, Defendant CenterPoint Energy Resources Corp. is a corporation organized under the laws of the State of Texas, and having a principal place of business at 1111 Louisiana, Houston, TX 77002.
- 7. On information and belief, Defendant Whirlpool Corporation is a corporation organized under the laws of the State of Delaware, and having a principal place of business at Whirlpool Center, 2000 M-63, Benton Harbor, Michigan 49002.

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JURISDICTION AND VENUE

- **8.** This is a civil action for patent infringement arising under the United States patent statutes, 35 U.S.C. § 1 et seq.
- 9. The United States District Court for the Eastern District of Texas ("Eastern District of Texas") has jurisdiction over the subject matter of this action under 28 U.S.C. §§ 1331 and 1338(a).
- American Electric Power Company, Inc. and Southwestern Electric **10.** Power Company (collectively, the "AEP Defendants") are subject to personal jurisdiction in the Eastern District of Texas because they do and have done substantial business in the Eastern District of Texas, including: (i) selling energy products and services within the State of Texas and the Eastern District of Texas: (ii) operating infringing automated telephone systems, including without limitation the AEP customer service, outage, and billing telephone systems, that allow their customers, including customers within the State of Texas and in the Eastern District of Texas, to perform and obtain energy and utility customer services over the telephone; and (iii) regularly doing or soliciting business, engaging in other persistent courses of conduct, and/or deriving substantial revenue from goods and/or services used or consumed by, and services provided to, individuals in the State of Texas and in the Eastern District of Texas. In addition, Southwestern Electric Power Company has designated an agent for service of process in the State of Texas.
- 11. CenterPoint Energy, Inc., CenterPoint Energy Resources Corp. and CenterPoint Energy Houston Electric LLC (collectively the "CenterPoint Defendants") are subject to personal jurisdiction in the Eastern District of Texas because they are headquartered in the State of Texas and do and have done substantial business in the State of Texas and the Eastern District of Texas, including: (i) selling energy products and services within the State of Texas and in the Eastern District of Texas; (ii) operating infringing automated telephone systems,

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including without limitation the CenterPoint customer service, outage, and billing telephone systems, that allow their customers, including customers within the State of Texas and in the Eastern District of Texas, to perform and obtain energy and utility customer services over the telephone; and (iii) regularly doing or soliciting business, engaging in other persistent courses of conduct, and/or deriving substantial revenue from goods and/or services used or consumed by, and services provided to, individuals in the State of Texas and in the Eastern District of Texas. In addition, CenterPoint Energy, Inc. and CenterPoint Energy Houston Electric LLC have each designated an agent for service of process in the State of Texas.

- District of Texas because it does and has done substantial business in the State of Texas and the Eastern District of Texas, including: (i) operating infringing automated telephone call processing systems, including without limitation the Whirlpool customer contact, service and experience, Roper customer experience, Kitchen Aid customer service and Cielo Baths by Whirlpool customer service systems, that allow its customers, including customers within the State of Texas and in the Eastern District of Texas, to perform purchasing, ordering, verification and other functions over the telephone; 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 the State of Texas and in the Eastern District of Texas. In addition, Defendant Whirlpool has designated an agent for service of process in the State of Texas.
- 13. Venue is proper in the Eastern District of Texas under 28 U.S.C. §§ 1391(b)-(c) and 1400(b). This case is before this Court pursuant to the Transfer Order dated March 20, 2007, *In re Katz Interactive Call Processing Patent Litig.*, Docket No. 1816.

BACKGROUND FACTS

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14. Ronald A. Katz ("Mr. Katz"), founder of Katz Technology Licensing,

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people.

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- 15. In 1961, Mr. Katz co-founded Telecredit Inc. ("Telecredit"), the first company to provide online, real-time credit authorization, allowing merchants to verify checks over the telephone. Further innovations from Telecredit include the first online, real-time, point-of-sale credit verification terminal, which enabled merchants to verify checks without requiring the assistance of a live operator, and the first device that used and updated magnetically-encoded cards in automated teller machines. Multiple patents issued from these innovations, including patents co-invented by Mr. Katz.
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- 16. Telecredit was eventually acquired by Equifax, and has now been spun off as Certegy, a public company traded on the New York Stock Exchange.
- 15 16
- Certegy continues to provide services in the credit and check verification field
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- 17. Mr. Katz's inventions have not been limited to telephonic check
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- verification. Indeed, Mr. Katz is responsible for advancements in many fields of
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- technology. Among his most prominent and well-known innovations are those in the field of interactive call processing. Mr. Katz's inventions in that field are
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- directed to the integration of telephonic systems with computer databases and live
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- operator call centers to provide interactive call processing services.
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December 20, 1988. More than fifty U.S. patents have issued to Mr. Katz for his

The first of Mr. Katz's interactive call processing patents issued on

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- inventions in the interactive call processing field, including each of the patents-in-
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suit.

- 19. In 1988, Mr. Katz partnered with American Express to establish FDR Interactive Technologies, later renamed Call Interactive, to provide interactive call
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established by Mr. Katz and Telecredit.

- **20.** Early clients of Call Interactive included The New York Times, ABC's Monday Night Football, KABC Radio, CBS News, and Beatrice Foods (Hunt-Wesson division).
- **21.** Many of these clients utilized Call Interactive technology for high-profile events. For example, CBS News hired Call Interactive to operate an interactive, real-time telephone poll to gauge viewer reaction to President George H.W. Bush's 1992 State of the Union address.
- 22. Mr. Katz sold his interest in Call Interactive to American Express in 1989 but continued to provide advisory services to Call Interactive until 1992. American Express later spun off the First Data business unit into a separate corporation, and with that new entity went Mr. Katz's interactive call processing patents and the Call Interactive call processing business. The former Call Interactive, now known as First Data Voice Services, continues to provide call processing solutions today.
- 23. In 1994, Mr. Katz formed Katz Technology Licensing, which acquired the rights to the entire interactive call processing patent portfolio, including the rights to each of the patents-in-suit, from First Data, the owner of all of the Katz interactive call processing patents at that time.
- 24. The marketplace has clearly recognized the value of Mr. Katz's inventions. Indeed, over 200 companies, including in some instances direct competitors of the defendants, have licensed the patents-in-suit. Licensees include IBM, Hewlett-Packard, Bank of America, JPMorgan Chase, Wells Fargo, HSBC, AT&T, Verizon, Sprint, Microsoft, Delta Airlines, Merck, Sears, and Home Shopping Network. These licensees and others acknowledge the applicability of the patents-in-suit to multiple fields of use, including but not limited to financial services call processing, automated securities transactions, automated credit card

- On May 29, 1990, the United States Patent and Trademark Office duly and legally issued United States Patent No. 4,930,150 ("the '150 Patent"), entitled "Telephonic Interface Control System," to Ronald A. Katz, sole inventor. The '150
- 28. On July 7, 1992, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,128,984 ("the '984 Patent"), entitled "Telephone Interface Call Processing System With Call Selectivity," to Ronald A. Katz, sole inventor.
- **29.** On October 5, 1993, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,251,252 ("the '252 Patent"), entitled "Telephone Interface Call Processing System With Call Selectivity," to Ronald A. Katz, sole inventor.
- **30.** On September 27, 1994, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,351,285 ("the '285 Patent"), entitled "Multiple Format Telephonic Interface Control System," to

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- **31.** On October 1, 1996, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,561,707 ("the '707 Patent"), entitled "Telephonic Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '707 Patent expired on December 20, 2005.
- **32.** On November 4, 1997, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,684,863 ("the '863 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '863 Patent expired on December 20, 2005.
- **33.** On July 28, 1998, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,787,156 ("the '156 Patent"), entitled "Telephonic-Interface Lottery System," to Ronald A. Katz, sole inventor. The '156 Patent expired on December 20, 2005.
- **34.** On September 29, 1998, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,815,551 ("the '551 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '551 Patent expired on December 20, 2005.
- **35.** On October 27, 1998, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,828,734 ("the '734 Patent"), entitled "Telephone Interface Call Processing System With Call Selectivity," to Ronald A. Katz, sole inventor.
- **36.** On April 27, 1999, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,898,762 ("the '762 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '762 Patent expired on December 20, 2005.
- **37.** On June 29, 1999, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,917,893 ("the '893 Patent"), entitled "Multiple Format Telephonic Interface Control System," to Ronald A. Katz, sole

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- 38. On October 26, 1999, the United States Patent and Trademark Office
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COOLEY GODWARD Case No. 2:07-CV-2257-RGK (FFMx) ATTORNEYS AT LAW

44.

PLAINTIFF'S FIRST AMENDED COMPLAINT FOR PATENT INFRINGEMENT AND DEMAND FOR JURY TRIAL

- duly and legally issued United States Patent No. 5,974,120 ("the '120 Patent"), entitled "Telephone Interface Call Processing System With Call Selectivity," to Ronald A. Katz, sole inventor. **39.**
- On March 28, 2000, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,044,135 ("the '135 Patent"), entitled "Telephone-Interface Lottery System," to Ronald A. Katz, sole inventor. The '135 Patent expired on July 10, 2005.
- 40. On November 14, 2000, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,148,065 ("the '065 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '065 Patent expired on July 10, 2005.
- 41. On January 1, 2002, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,335,965 ("the '965 Patent"), entitled "Voice-Data Telephonic Interface Control System," to Ronald A. Katz, sole inventor. The '965 Patent expired on December 20, 2005.
- On September 18, 2001, the United States Patent and Trademark 42. Office duly and legally issued United States Patent No. 6,292,547 ("the '547 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '547 Patent expired on July 10, 2005.
- 43. On February 19, 2002, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,349,134 ("the '134 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '134 Patent expired on December 20, 2005.

On July 23, 2002, the United States Patent and Trademark Office duly

"Telephonic-Interface Lottery System," to Ronald A. Katz, sole inventor. The '703

and legally issued United States Patent No. 6,424,703 ("the '703 Patent"), entitled

Patent expired on July 10, 2005.

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- **45.** On August 13, 2002, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,434,223 ("the '223 Patent"), entitled "Telephone Interface Call Processing System With Call Selectivity," to Ronald A. Katz, sole inventor. The '223 Patent expired on July 10, 2005.
- **46.** On January 28, 2003, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,512,415 ("the '415 Patent"), entitled "Telephonic-Interface Game Control System," to Ronald A. Katz, sole inventor. The '415 Patent expired on July 10, 2005.
- **47.** On January 13, 2004, the United States Patent and Trademark Office duly and legally issued United States Patent No. 6,678,360 ("the '360 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '360 Patent expired on July 10, 2005.
- **48.** On October 19, 1993, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,255,309 ("the '309 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '309 Patent expired on December 20, 2005.
- **49.** On November 2, 1993, the United States Patent and Trademark Office duly and legally issued United States Patent No. 5,259,023 ("the '023 Patent"), entitled "Telephonic-Interface Statistical Analysis System," to Ronald A. Katz, sole inventor. The '023 Patent expired on December 20, 2005.

COUNT I

(PATENT INFRINGEMENT BY AMERICAN ELECTRIC POWER COMPANY, INC. and SOUTHWESTERN ELECTRIC POWER COMPANY)

- **50.** Katz Technology Licensing realleges and incorporates by reference paragraphs 1-49 of this Complaint as if fully set forth herein.
 - 51. Katz Technology Licensing is the sole holder of the entire right, title,

- **52.** The AEP Defendants operate automated telephone systems, including without limitation the AEP customer service, outage, and billing telephone systems, that allow their customers to perform and obtain energy and utility customer services over the telephone.
- 53. The AEP Defendants have directly and contributorily infringed, and induced others to infringe, one or more claims of each of the patents identified in paragraph 51 of this Complaint by making, using, offering to sell, and/or selling within the United States automated telephone systems, including without limitation their customer service, outage, and billing telephone service systems.
- **54.** The AEP Defendants continue to infringe, contributorily infringe, and induce others to infringe the '120, '984 and '734 Patents.
- 55. The AEP Defendants' infringement of the patents identified in paragraph 51 of this Complaint has been willful.
- **56.** Katz Technology Licensing has been, and continues to be, damaged and irreparably harmed by the AEP Defendants' infringement, which will continue unless the AEP Defendants are enjoined by this Court and/or the Eastern District of Texas.

COUNT II

(PATENT INFRINGEMENT BY CENTERPOINT ENERGY, INC., CENTERPOINT ENERGY RESOURCES CORP. and CENTERPOINT ENERGY HOUSTON ELECTRIC LLC)

- **57.** Katz Technology Licensing realleges and incorporates by reference paragraphs 1-56 as if fully set forth herein.
- **58.** Katz Technology Licensing is the sole holder of the entire right, title, and interest in the '551, '065, '360, '863, '134, '285, '893, '984, '734, '120, '223, '965, '150, '707, '547, 'and '415 Patents.

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- **59.** The CenterPoint Defendants operate automated telephone systems, including without limitation the CenterPoint customer service, outage, and billing telephone systems, that allow its customers to perform and obtain energy and utility customer services over the telephone.
- **60.** The CenterPoint Defendants have directly and contributorily infringed, and induced others to infringe, one or more claims of each of the patents identified in paragraph 58 of this Complaint by making, using, offering to sell, and/or selling within the United States automated telephone systems, including without limitation their customer service, outage, and billing telephone service systems.
- 61. The CenterPoint Defendants continue to infringe, contributorily infringe, and induce others to infringe the '984, '734 and '120 Patents.
- The CenterPoint Defendants' infringement of the patents identified in paragraph 58 of this Complaint has been willful.
- **63.** Katz Technology Licensing has been, and continues to be, damaged and irreparably harmed by the CenterPoint Defendants' infringement, which will continue unless the CenterPoint Defendants are enjoined by this Court and/or the Eastern District of Texas.

COUNT III

(PATENT INFRINGEMENT BY WHIRLPOOL CORPORATION)

- Katz Technology Licensing realleges and incorporates by reference paragraphs 1-63 as if fully set forth herein.
- **65.** Katz Technology Licensing is the sole holder of the entire right, title, and interest in the '968, '551, '065, '360, '863, '134, '150, '285, '893, '734, '120, '223, '965, '703, '415, '023, '707, and '547 Patents.
- 66. On information and belief, Whirlpool Corporation ("Whirlpool") operates automated telephone systems, including without limitation the Whirlpool customer contact, service and experience, Roper customer experience, Kitchen Aid customer service and Cielo Tubs by Whirlpool customer service systems that allow

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- its customers to perform purchasing, ordering, verification and other functions over the telephone.
- Whirlpool has directly and contributorily infringed, and induced others **67.** to infringe, one or more claims of each of the patents identified in paragraph 65 of this Complaint by making, using, offering to sell, and/or selling within the United States automated telephone systems, including without limitation the Whirlpool customer contact, service and experience, Roper customer experience, Kitchen Aid customer service and Cielo Baths by Whirlpool customer service systems.
- **68.** Whirlpool continues to infringe, contributorily infringe, and induce others to infringe the '734 and '120 Patents.
- Whirlpool's infringement of the patents identified in paragraph 65 of 69. this Complaint has been willful.
- **70.** Katz Technology Licensing has been, and continues to be, damaged and irreparably harmed by Whirlpool's infringement, which will continue unless Whirlpool is enjoined by this Court and/or the Eastern District of Texas.

REQUEST FOR RELIEF

WHEREFORE, Plaintiff Katz Technology Licensing respectfully requests the following relief:

- A judgment holding the AEP Defendants liable for infringement of the A. patents identified in paragraph 51 of this Complaint;
- B. A permanent injunction against the AEP Defendants, their officers, agents, servants, employees, attorneys, parent and subsidiary corporations, assigns and successors in interest, and those persons in active concert or participation with them, enjoining them from continued acts of infringement of the '120, '984 and '734 Patents;
- C. An accounting for damages resulting from the AEP Defendants' infringement of the patents identified in paragraph 51 of this Complaint, together with pre-judgment and post-judgment interest;

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- A judgment holding that the AEP Defendants' infringement of the D. patents identified in paragraph 51 of this Complaint is willful, and a trebling of damages pursuant to 35 U.S.C. § 284;
- A judgment holding the CenterPoint Defendants liable for infringement of the patents identified in paragraph 58 of this Complaint;
- F. A permanent injunction against the CenterPoint Defendants, their officers, agents, servants, employees, attorneys, parent and subsidiary corporations, assigns and successors in interest, and those persons in active concert or participation with them, enjoining them from continued acts of infringement of the '984, '734 and '120 Patents;
- An accounting for damages resulting from the CenterPoint Defendants' infringement of the patents identified in paragraph 58 of this Complaint, together with pre-judgment and post-judgment interest;
- H. A judgment holding that the CenterPoint Defendants' infringement of the patents identified in paragraph 58 of this Complaint is willful, and a trebling of damages pursuant to 35 U.S.C. § 284;
- A judgment holding Whirlpool liable for infringement of the patents I. identified in paragraph 65 of this Complaint;
- A permanent injunction against Whirlpool, its officers, agents, J. servants, employees, attorneys, parent and subsidiary corporations, assigns and successors in interest, and those persons in active concert or participation with them, enjoining them from continued acts of infringement of the '734 and '120 Patents;
- K. An accounting for damages resulting from Whirlpool's infringement of the patents identified in paragraph 65 of this Complaint, together with prejudgment and post-judgment interest;
- L. A judgment holding that Whirlpool's infringement of the patents identified in paragraph 65 of this Complaint is willful, and a trebling of damages

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| Case | 2:07-cv-0225 | 7-RGK -FFM | Document 87 #:577 | Filed 12/07/07 | Page 15 of 16 | Page ID |
|------|--------------|---------------|----------------------|-----------------|------------------------------|--|
| 1 | pursuant to | 35 U.S.C. § 2 | 284: | | | |
| 2 | M. | _ | | Action an exce | ptional case, an | d an award to |
| 3 | | • • | | • | fees and costs | |
| 4 | U.S.C. § 28 | _ | , | | | |
| 5 | N. | | relief as this | Court and/or t | he Eastern Dis | trict of Texas |
| 6 | | nd equitable. | | Court una or t | ne Bustelli Dis | aret or reads |
| 7 | Dated: | October 29. | | COOLEY GO | DWARD KRON | ленттр |
| 8 | Dateu. | October 29, | , 2007 | JANET L. CU | | NISH LLF |
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| 10 | | | | Janet C | ullum by | CKIT |
| 11 | | | | Attorney for Pl | n laintiff XATZ TECHNO | OL OCY |
| 12 | | | | LICENSING, 1 | L.P. | DLUGY |
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|------|---|
| 1 | DEMAND FOR JURY TRIAL |
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| 3 | Pursuant to Federal Rule of Civil Procedure 38, Plaintiff Ronald A. |
| 4 | Katz Technology Licensing, L.P. hereby demands trial by jury. |
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| 6 | Dated: October 29, 2007 COOLEY GODWARD KRONISH LLP JANET L. CULLUM |
| 7 | 1 . 1 . 1 . 1 . 1 . 1 . 1 . 1 . 1 . 1 . |
| 8 | Janet L. Cullum Attornay for Plaintiff |
| 9 | Attorney for Plaintiff RONALD A. KATZ TECHNOLOGY |
| 10 | LICENSING, L.P. |
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