

EXHIBIT 110

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UNITED STATES DISTRICT COURT
 NORTHERN DISTRICT OF CALIFORNIA
 OAKLAND DIVISION

ORACLE USA, INC., *et al.*,
 Plaintiffs,
 v.
 SAP AG, *et al.*,
 Defendants.

CASE NO. 07-CV-01658 PJH (EDL)

**DECLARATION OF BUFFY RANSOM
 IN SUPPORT OF ORACLE'S
 OPPOSITION TO DEFENDANTS'
 MOTION TO COMPEL**

[REDACTED]

Date: January 26, 2010
 Time: 2 p.m.
 Place: Courtroom E, 15th Floor
 Judge: Hon. Elizabeth D. Laporte

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2 I, Buffy Ransom, declare as follows:

3 1. I am Vice President of Customer Support for EnterpriseOne Software Programs in
4 Oracle's Product Support team. I have personal knowledge of the facts stated in this declaration
5 and, if called and sworn as a witness, could testify competently as to them.

6 2. In late 2006, Oracle employees noticed unusual download activity through
7 Oracle's password-protected customer support website, known as Customer Connection. The
8 unusual downloading activity came from an IP address assigned to Defendant TomorrowNow,
9 Inc., a subsidiary of SAP America, which is a subsidiary of SAP AG (together referred to as
10 "SAP"). Oracle investigated that download activity at the direction of attorneys in Oracle's legal
11 department and outside counsel at Bingham McCutchen. I supervised portions of, and
12 participated in, Oracle's efforts to investigate that unusual downloading activity.

13 ***What "Mapping" Of Downloads to Contracts Means***

14 3. Oracle's investigation included a detailed and time-consuming analysis of:
15 (a) downloads from SAP's IP addresses reflected on the log files from Oracle's Customer
16 Connection support website; (b) linking those downloads to certain customer login credentials;
17 (c) linking those downloads to Oracle software programs; and, (d) connecting the type of Oracle
18 software reflected in the download to the license agreement for the customer whose credential
19 SAP had used. The matching of the downloaded software products to the customer licenses has
20 been described by the Parties as "mapping," though that is not a term commonly used at Oracle,
21 and though there is no automated way to do the full contract-to-download mapping analysis for
22 any customer download. In particular, that "mapping" analysis typically requires a manual
23 analysis of the customer's licensing information.

24 ***JD Edwards Software and Licensing Background***

25 4. To understand the steps involved in this "mapping" of contracts to customer
26 downloads, some background with respect to the JD Edwards software and how it is licensed
27 would be helpful. Within the JD Edwards software line, a customer may license some or all of a
28 "suite," such as Human Capital Management, within a "family," such as EnterpriseOne (also

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Buffy Ransom
