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1	2. Apple maintains inquiries it receives from its customers in the U.S. for the iPod
2	product line in its Global Customer Relationship Management Database ("GCRM"). Using
3	criteria provided by counsel to search GCRM, there are approximately 191,000 inquiries that
4	Apple received from June 1, 2007 through March 31, 2009 for the iPod product line to be
5	reviewed. Each inquiry must still be manually reviewed to determine whether it is relevant to
6	plaintiffs' request.
7	3. Apple maintains inquiries it receives from its customers regarding iTS in its Sonar
8	database. Using criteria provided by counsel to search Sonar, there are approximately 17,000
9	inquiries that Apple received between June 1, 2007 and March 31, 2009. Each inquiry must still
10	be manually reviewed to determine whether it is relevant to plaintiffs' request.
11	I declare under penalty of perjury under the laws of the United States of America that the
12	foregoing is true and correct.
13	Executed this 2nd day of March, 2010 in Cupertino, California.
14	
15	/s/ Beth Kellermann
16	Beth Kellermann
17	I, as filer, attest that Beth Kellermann has concurred in the filing of this document pursuant to General Order No. 45.
18	/s/ David C. Kiernan
19	David C. Kiernan SFI-631004v2
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	Decl. ISO Defendant's