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ELECTRONIC ARTS, INC.

11 UNITED STATES DISTRICT COURT  
12 NORTHERN DISTRICT OF CALIFORNIA  
13 SAN FRANCISCO DIVISION

14 DIANNA CORTEZ, an individual, on behalf  
15 of herself and all others similarly situated

16 Plaintiff,

17 vs.

18 ELECTRONIC ARTS, INC.

19 Defendant.

CASE NO. C 08 4917 SC

**CORRECTED STIPULATION  
EXTENDING TIME TO RESPOND TO  
COMPLAINT**

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IT IS HEREBY STIPULATED AND AGREED, by and between the undersigned, that  
whereas there is a pending motion to deem the above-captioned case related to *Eldridge v. Electronic Arts, Inc.*, Case No. C 08 4733 CW in the U.S. District Court for the Northern District of California (“Motion”),<sup>1</sup> and whereas defendant will not oppose the pending Motion, and  
whereas plaintiff’s counsel in the two cases are considering whether it is appropriate to consolidate the cases, the time for defendant to respond to the complaint shall be continued to December 5, 2008. By entering into this stipulation, defendant does not waive any defense to the complaint, including lack of jurisdiction.

DATED: November 21, 2008

Respectfully submitted,  
  
QUINN EMANUEL URQUHART OLIVER & HEDGES, LLP

By /s/ Vincent M. Pollmeier  
Vincent M. Pollmeier  
Attorneys for Defendant  
ELECTRONIC ARTS, INC.

DATED: November 21, 2008

GIRARD GIBBS LLP

By /s/ Eric H. Gibbs  
Eric H. Gibbs  
Attorneys for Plaintiff

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<sup>1</sup> The Complaint in *Eldridge v. Electronic Arts, Inc.* is attached hereto.

1 I, Vincent M. Pollmeier, am the ECF user whose identification and password are being  
2 used to file this stipulation. In compliance with General Order 45.X.B, I hereby attest that the  
3 other signatory has concurred in this filing.  
4

5 DATED: November 21, 2008

Respectfully submitted,

6 QUINN EMANUEL URQUHART OLIVER &  
7 HEDGES, LLP

8 By /s/ Vincent M. Pollmeier  
9 Vincent M. Pollmeier  
10 Attorneys for Defendant  
11 ELECTRONIC ARTS, INC.



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# Attachment

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Attorneys for Plaintiff Richard Eldridge

**ORIGINAL  
FILED**

OCT 14 2008

RICHARD W. WIEKING  
CLERK, U.S. DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA

2-510

**IN THE UNITED STATES DISTRICT COURT  
FOR THE NORTHERN DISTRICT OF CALIFORNIA**

**BZ**

RICHARD ELDRIDGE, an  
individual, on behalf of himself and all  
others similarly situated,  
Plaintiff,  
v.  
ELECTRONIC ARTS, INC., a  
Delaware corporation, and DOES 1-75  
Defendants.

CASE No.  
**08 4733**

COMPLAINT

JURY DEMAND

**BY FAX**



1 game for the PC. When consumers are invited to download the Spore Creature,  
2 they are told:

3  
4 “Spore Creature Creator Free Trial Edition.”  
5 (or)  
6 Creature Creator  
7 trial version  
8 Contains 25% of the body parts of complete edition

9 Users are invited to install and use the trial game on their computers.

10 3. Persons who download the game are not told is that, included in the  
11 download, installation, and operation of Spore Creature Creator Free Trial Edition  
12 is a second, undisclosed program. The name of the second program is SecuROM,  
13 which is a form of Digital Rights Management (DRM) for computer games.

14  
15 Consumers are given no notice whatsoever that the FREE trial version of the game  
16 includes Digital Rights Management technology. Consumers are further not told  
17 that this DRM technology consists of an entirely separate, stand-alone program  
18 which will download, install, and operate on their computers, along with the Spore  
19 Creature Creator Free Trial Edition download. Consumers are given no control,  
20 rights, or options over SecuROM. The program cannot be completely uninstalled.

21  
22 Once installed, it becomes a permanent part of the consumer’s software portfolio.

23  
24 Even if the consumer uninstalls the Spore Creature Creator Free Trial Edition  
25 game, and entirely deletes it from their computer, SecuROM remains installed and  
26 operating on their computer. The only way to completely remove SecuROM, and  
27  
28

1 all aspects of its original, secret installation, is through a complete wipe of the hard  
2 drive through reformatting or replacement of the drive.

3  
4 4. This action is brought on behalf of a class of all U.S. computer owners  
5 who have downloaded the Spore Creature Creator Free Trial Edition computer  
6 game. Electronic Arts' intentionally did not disclose to any such computer owners  
7 that the Spore Creature Creator Free Trial Edition game disk also possessed a  
8 second, hidden program which secretly installed to the command and control  
9 center of the computer (Ring 0, or the Kernel), and surreptitiously operated,  
10 overseeing function and operation on the computer, preventing the computer from  
11 operating under certain circumstances and/or disrupting hardware operations.  
12 These actions constitute violations of the California Consumer Legal Remedies  
13 Act, Civil Codes § 1750 et seq. and California's Unfair Competition Law, Business  
14 & Professions Code §§ 17200, et seq., and further constitute a trespass to chattels.

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18  
19 **INTRODUCTORY ALLEGATIONS**

20  
21 5. This class action arises from defendant Electronic Arts Inc.'s  
22 ("Electronic Arts" or "EA" or "defendant"), engaging in deceptive and unlawful  
23 conduct in designing, marketing, distributing a computer game demo that contains  
24 undisclosed and unconsented to Digital Rights Management (DRM) technology.

25  
26 6. Electronic Arts, Inc. (NASDAQ: ERTS) is a worldwide American  
27 developer, marketer, publisher, and distributor of computer and computer games.  
28

1 Established in 1982, the company was a pioneer of the early home computer games  
2 industry. Originally, EA was a home computing game publisher. In the late  
3 1980s, the company began developing games in-house and supported consoles by  
4 the early 1990s. EA later grew via acquisition of several successful developers.  
5 By the early 2000s, EA had become one of the world's largest third-party  
6 publishers. In 2007, EA ranked 8th on the list of largest software companies in the  
7 world. In May 2008, the company reported net annual revenue of US\$ 4.02 billion  
8 in fiscal year 2008.

### 12 **The Spore Creature Creator Free Trial Edition Computer Game**

13  
14 7. The demo version of the Spore Creature Creator (Free Trial Edition)  
15 was released on or about June 17, 2008 as a direct download from Electronic Arts.

16  
17 8. On June 17, 2008, EA released the following press release concerning  
18 its Spore Creature Creator and demo:

19 *Spore Creature Creator Available Worldwide Today;*  
20 *Spore Creature Creator Kicks off the Countdown to the Release of*  
21 *Spore this September*

22 **DATELINE: REDWOOD CITY, Calif.**

23 Prepare to test the limits of your imagination! Maxis, an Electronic  
24 Arts Inc. (NASDAQ:ERTS) studio, today released the Spore(TM)  
25 Creature Creator, an introduction to the highly-anticipated and  
26 groundbreaking video game, Spore(TM) which will ship worldwide  
27 this September.

28 Available today for both PC and Mac, the Spore Creature Creator is a

1 stand-alone product and creativity toy box where players create their  
2 own unique creatures, bring them to life with entertaining animations,  
3 and share them online with friends around the world. The full version  
4 of the Spore Creature Creator will be available for \$9.99 at retail  
5 stores or by visiting [www.spore.com](http://www.spore.com). A free trial version of the Spore  
6 Creature Creator is also available today at [www.spore.com](http://www.spore.com). The trial  
7 version features 25% of the creature-making parts from Spore and lets  
8 players shape, paint and play with their custom-created creatures.  
Creatures made in the Spore Creature Creator can also be imported  
into the full Spore game, allowing players to populate their own  
galaxies when the game ships worldwide later this year.

9 The Spore Creature Creator lets players create their own creatures,  
10 take them on a test drive, snap pictures, and make movies of them.  
11 Sharing pictures or videos with friends is as easy as the click of a  
12 button. Players can also share their creations with others by uploading  
13 to the Sporepedia (TM) at [www.Spore.com](http://www.Spore.com). The Sporepedia is an  
14 extraordinarily vast online destination where people worldwide can  
15 search for and share Spore creations, comment on other player's  
16 designs, check out celebrity creature creations and much more.

17 "Today is the day we begin to see Spore come to life," said Executive  
18 Producer and General Manager of Maxis, Lucy Bradshaw. "We're  
19 excited to see what players will do with the powerful and intuitive  
20 creativity tools we've put into the Spore Creature Creator. Our team  
21 will be excitedly keeping an eye on the Sporepedia to check out  
22 creations made by players from around the world."

23 The ability to upload players' creations to YouTube(TM) has also  
24 been integrated into the Spore Creature Creator. Players can import  
25 and upload video of their creatures' moves directly to YouTube with  
26 only two clicks within the game. Spore will have its own YouTube  
27 Channel where all videos of users' creations uploaded from the game  
28 will be showcased for the YouTube community to watch, share, rate  
and comment on. Check it out at <http://youtube.com/spore>.

Love your creature so much you want the entire world to see? Post it  
to your blog for people to check out, even create an avatar for your  
favorite social networking site. And if you want to see your creature

1 come to life in the real world - now you can! Visit  
2 www.zazzle.com/sporestoreto upload your creature and turn it into a  
3 custom coffee mug, t-shirt, magnet, stickers and more! Zazzle allows  
4 you to instantly create cool products for your creature so you can take  
your creature on the go, wherever you go!

5 Spore, the highly-anticipated game from the creators of The  
6 Sims(TM), gives players their own personal universe in a box. Create  
7 and evolve life, establish tribes, build civilizations, sculpt entire  
8 worlds and explore a universe filled with creations made by other  
9 gamers. Spore gives players a wealth of creative tools to customize  
nearly every aspect of their universe: creatures, vehicles, buildings,  
and even UFOs.

10  
11 The Spore Creature Creator is rated E for Everyone by the ESRB. The  
12 downloadable demo version is free. The complete version has an  
13 MSRP of \$9.99 in North America. Spore ships for the PC, Mac,  
14 Nintendo DS(TM) and mobile phones on September 5, 2008 in  
15 Europe and September 7, 2008 in North America and Asia. Visit  
16 www.Spore.comto download a free version of the Spore Creature  
Creator, sign up for the Spore newsletter or check out all-new  
screenshots and videos from the game.

### 17 **About Electronic Arts**

18 Electronic Arts Inc. (EA), headquartered in Redwood City,  
19 California, is the world's leading interactive entertainment software  
20 company. Founded in 1982, the Company develops, publishes, and  
21 distributes interactive software worldwide for video game systems,  
22 personal computers, cellular handsets and the Internet. Electronic Arts  
23 markets its products under four brand names: EA SPORTS™, EA™,  
24 EA SPORTS Freestyle™ and POGO™. In fiscal 2008, EA posted  
25 GAAP net revenue of \$3.67 billion and had 27 titles that sold more  
26 than one million copies. EA's homepage and online game site is  
www.ea.com. More information about EA's products and full text of  
press releases can be found on the Internet at <http://info.ea.com>.

- 27 9. At EA's Spore Creature Creator Free Trial Edition website, EA stated:  
28

1 Spore Creature Creator (PC- Free Trial Edition)

- 2
- 3 • BUILD using drag-and-drop, flexible parts – is it fashion, function,  
4 or fashunction?
  - 5 • PAINT with unique patterns, make your creature stand out in a  
6 crowd
  - 7 • PLAY with your creature as it comes to life with dances, poses,  
8 and emotions
  - 9 • SHARE using built-in snapshot and video tools—make your  
10 creature a star.

11 [http://eastore.ea.com/store/ea/en\\_US/DisplayProductDetailsPage/ThemeID.1252400&productID=101447000](http://eastore.ea.com/store/ea/en_US/DisplayProductDetailsPage/ThemeID.1252400&productID=101447000)

12 10. The Spore Creature Creator Free Trial Edition game listed the  
13 following system requirements:

14 **Creature Creator - System Requirements**

15 Spore Creature Creator requires at least the following:

16 **FOR WINDOWS XP**

- 17 \* 2.0 GHz P4 processor or equivalent
- 18 \* 512 MB RAM
- 19 \* A 128 MB Video Card, with support for Pixel Shader 2.0
- 20 \* The latest version of DirectX 9.0c
- 21 \* At least 190MB of hard drive space for installation, plus additional  
22 space for  
23 created creatures.

24 **FOR WINDOWS VISTA**

- 25 \* 2.0 GHz P4 processor or equivalent
- 26 \* 768 MB RAM
- 27 \* A 128 MB Video Card, with support for Pixel Shader 2.0
- 28 \* At least 190MB of hard drive space for installation, plus additional  
space for  
created creatures.

1           **FOR MAC OS X**

2           \* Mac OS X 10.5.3 Leopard or higher

3           \* Intel Core Duo Processor

4           \* 1024 MB RAM

5           \* ATI X1600 or NVidia 7300 GT with 128 MB of Video RAM, or  
6           Intel Integrated GMA X3100

7           \* At least 260MB of hard drive space for installation, plus additional  
8           space for  
9           created creatures.

10           This game will not run on PowerPC (G3/G4/G5) based Mac systems  
11           (PowerMac).

12           Consult the readme file for more information on using the Creature  
13           Creator Trial.

14           <http://eu.spore.com/whatisspore/creaturecreator.cfm>

15           11.    The EA website also provided:

16                   Terms & Conditions of Downloading Materials

17           The materials provided on this web site are provided "as is" without  
18           warranties of any kind. Electronic Arts Inc., its subsidiaries, divisions,  
19           affiliates and licensors ("EA") disclaim all warranties, either express  
20           of implied, including but not limited to, warranties of merchantability  
21           and fitness for a particular purpose. To the extent allowed by  
22           applicable law, in no event will EA be liable for damages of any kind  
23           to your hardware, peripherals or software programs as a result of your  
24           download or use of our materials.

25           You may download one copy of the materials onto a single computer  
26           for your personal, non-commercial, home use only, provided you keep  
27           intact all copyright, trademark and other proprietary notices. No  
28           materials from this web site may be copied, reproduced, modified,  
              republished, uploaded, posted, transmitted, broadcast or distributed in  
              any way without the express written consent of EA. Unauthorized use  
              of the materials is a violation of EA's copyright and constitutes  
              infringement of EA's proprietary rights.

1            Scc\_trial\_na.exe

2            11. At no time, in any of its advertisements, in any of its descriptions, or  
3  
4 in any of its terms, conditions, or system requirements, were consumers told or  
5 informed that the FREE trial version of the Spore Creature Creator Free Trial  
6 Edition included Digital Rights Management technology along with the download.  
7

8            **SecuROM Digital Rights Management (DRM) Technology**

9            12. The Spore Creature Creator Free Trial Edition game must be installed  
10  
11 from EA's website onto a computer in order for the game to function.

12            13. When a user installs the Spore Creature Creator Free Trial Edition  
13  
14 game, a second program, SecuROM, is automatically and secretly installed along  
15 with the Spore Creature Creator Free Trial Edition game.

16            14. SecuROM installs itself to the Kernel of the computer (the  
17  
18 administrative command and control center of the computer). Once installed,  
19 SecuROM then allows itself to access to all parts of the computer.

20            12. The operating system of a computer utilizes different parts or levels of  
21  
22 the computer, determined by the need of the software for access and control over  
23  
24 different aspects of the hardware or software. These parts are commonly called  
25 Ring 0, 1, 2 and 3. Ring 0 is sometimes referred to as the Kernel. The Kernel is  
26 usually used by the Operating System to run the computer and it has access to  
27  
28 everything on the computer. Ring 3, which is the normal zone used by Software

1 has much lower permissions. SecuROM represents that it installs itself to Ring 3  
2 (by having a part of itself called the UA7service.exe written to Ring 3), when in  
3 fact it installs its primarily operational code to Ring 0.  
4

5 13. Writing itself to the Kernel of the computer allows SecuROM to have  
6 control over all other programs and processes on the computer, including  
7 equipment that computer users are legally permitted and entitled to possess (e.g.,  
8 two cd/dvd drives on the computer).  
9  
10

11 14. Like any program, SecuROM uses computer resources. It uses  
12 memory, processor cycles, and program handles (leaving less for any uses the  
13 owner might have had planned for their computer). To transmit information back  
14 to EA, SecuROM uses the computer owner's internet connection. Whenever it  
15 downloads, installs, or runs, SecuROM uses resources belonging to the computer  
16 owner, which, by definition, make those resources unavailable for other tasks.  
17  
18 Like any program, SecuROM takes up space on the user's hard drive. Like any  
19 program, SecuROM offers computer users another opportunity for something to go  
20 wrong, if it fails. And, just like any other program, SecuROM does have its  
21 failures.<sup>1</sup>  
22  
23

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24  
25  
26 <sup>1</sup> See. E.g.: <http://forums.guru3d.com/showthread.php?t=270437>  
27 A version of SecuROM installed with many recent games is responsible for crashing games  
28 possibly in all versions of windows and also the explorer right click context crash on Vista (also affects  
ME). The file responsible for crash is CMDLineExt.dll which can be found in System 32.  
CMDLineExt.dll is for a right click context menu used for starting SecuROM analysis for game

1           15. No notification of the nature, function, and operation of the SecuROM  
2 program was provided to persons who downloaded the Spore Creature Creator  
3 Free Trial Edition. No notice of its secret installation was provided to persons who  
4 loaded and installed the Spore Creature Creator Free Trial Edition computer game.  
5 No one was told that it was a separate program installing to the Kernel of the  
6 computer and that it could not be uninstalled.  
7

8  
9           16. Nowhere in any of EA's websites descriptions of its Spore Creature  
10 Creator Free Trial Edition game, or in its advertisements or promotions of the  
11 demo, did EA disclose that the Spore Creature Creator Free Trial Edition game  
12 contained a separately installed, stand alone, unremovable DRM program which  
13 would install itself to the command and control center of the computer and oversee  
14 function and operation on the computer, preventing certain user actions, preventing  
15 certain user programs from operating, or disrupting hardware operations.  
16  
17

18  
19           17. EA's EULA for Spore Creature Creator Free Trial Edition makes  
20 utterly no mention of any Technical Protection Measures, DRM technology, or  
21 SecuROM whatsoever.  
22

23           18. By forcing a secret installation of SecuROM to the Ring 0 of the  
24 computer systems of plaintiff and the class, EA took for itself administrative rights  
25 higher than the actual owner of the computer, without informing the computer  
26  
27

28 executables.

1 owner of its intention to acquire such computer privileges, and without obtaining  
2 consent from the owner of the computer in its acquisition of those computer  
3 privileges.  
4

5 19. By forcing a secret installation of SecuROM to the Ring 0 of the  
6 computer systems of plaintiff and the class, EA has rendered every single computer  
7 on which its SecuROM program is installed vulnerable to malicious attack.  
8 Because of the way the SecuROM program is written and installed, there exist  
9 simple exploits that can permit hackers and criminals to gain access or control of  
10 any user's system on which SecuROM is installed. EA installed SecuROM  
11 directly to the computer's Kernel. SecuROM is a vulnerable, ill-protected program  
12 operating at the highest level of security on the computer. Every single computer  
13 owner that has SecuROM installed on their computer is vulnerable to a third party  
14 direct attack on that user's OS Kernel, permitting the complete control of every  
15 aspect of that computer system by outside third parties. Simply by virtue of having  
16 the program installed on their computers, EA's SecuROM program has opened a  
17 major security hole directly into the most sensitive, and ordinarily, most highly  
18 protected systems on a computer.  
19  
20  
21  
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24

25 20. In addition, and also undisclosed to persons who downloaded the  
26 Spore Creature Creator Free Trial Edition computer game, the SecuROM program  
27 is designed to directly interfere with, and/or disable certain software functions.  
28

1 Specifically, SecuROM will disable certain programs that the designers of the  
2 SecuROM program believe that computer users should not own, or possess, or  
3 operate on their computer, to wit:  
4

- 5       ▪ Fantom CD Emulator
- 6       ▪ Alcohol 120%
- 7       ▪ Nero Image Drive
- 8       ▪ Phantom CD
- 9       ▪ Clone CD
- 10      ▪ Ark Virtual Drive
- 11      ▪ Veritas DLA
- 12      ▪ Daemon Tools
- 13      ▪ AnyDVD
- 14      ▪ Process Explorer

15       21. Process Explorer is a commonly used system monitoring and  
16 examination utility published by Microsoft which is used as the first step in  
17 debugging software or system problems. Nevertheless, EA, by virtue of its secret  
18 installation of SecuROM, has determined that it should have control over which  
19 programs a user may run or utilize on their computer, and so it designed SecuROM  
20 to prohibit the operation of this program, and others, if Spore Creature Creator Free  
21 Trial Edition is open.

22       22. In addition, and also undisclosed to persons who downloaded the  
23 Spore Creature Creator Free Trial Edition computer game, the SecuROM program  
24 is designed to directly interfere with, and/or disable hardware functions.  
25 Specifically, SecuROM can or will disable multiple cd / dvd burners on computers.  
26  
27  
28

1 This disabling occurs regardless of whether the Spore Creature Creator Free Trial  
2 Edition game is running or not. In other words, under certain circumstances,  
3 SecuROM will seek out and disable any secondary disk burning hardware on any  
4 computer on which it is installed. EA, by virtue of its secret installation of  
5 SecuROM, has determined that it should have control over what hardware a user  
6 may have installed on their computer, and so it designated that SecuROM should  
7 prohibit the operation of certain hardware regardless of whether the Spore Creature  
8 Creator Free Trial Edition program is open or not.

12 23. Plaintiff brings this class action on behalf of a class of U. S.  
13 consumers who downloaded Electronic Arts' Spore Creature Creator Free Trial  
14 Edition computer game which contained an undisclosed, secret, separately  
15 installed, stand alone, unremovable DRM program which would install itself to the  
16 command and control center of the computer and oversee function and operation  
17 on the computer, preventing certain user actions, preventing certain user programs  
18 from operating, or disrupting hardware operations. Plaintiff and the proposed class  
19 members would not have downloaded the Spore Creature Creator Free Trial  
20 Edition computer game had they known the truth about the product.

25 24. Plaintiff seeks actual damages, individual restitution, equitable relief,  
26 civil penalties, costs and expenses of litigation, including attorneys' fees, and all  
27 further relief available.

1 **VENUE AND JURISDICTION**

2 25. This Court has subject matter jurisdiction over this action pursuant to  
3  
4 28 U.S.C. § 1332. The aggregate claims of plaintiff and the proposed class  
5 members exceed, for all jurisdictional purposes, the sum or value of \$5,000,000.00.  
6

7 28. Electronic Arts is a Delaware corporation headquartered in California  
8 and is a citizen only of the states of California and Delaware. Plaintiff is a citizen  
9 and resident of Pennsylvania, and asserts claims of behalf of a proposed class  
10 whose members are scattered throughout the fifty states (including the 48 states  
11 besides California and Delaware) and the U.S. territories: there is minimal  
12 diversity of citizenship between proposed class members and the Defendant.  
13  
14

15 29. This Court also has personal jurisdiction over defendant because (a) a  
16 substantial portion of the wrongdoing alleged in this complaint took place in this  
17 state, (b) defendant Electronic Arts’ principal place of business is located in this  
18 state, and (c) defendant is authorized to do business here, has sufficient minimum  
19 contacts with this state, and/or otherwise intentionally availed itself of the markets  
20 in this state through the promotion, marketing, and distribution of its product in  
21 this state, to render the exercise of jurisdiction by this Court permissible under  
22 traditional notions of fair play and substantial justice.  
23  
24  
25

26 30. Venue is proper in this District under 28 U.S.C. §1391(b) and (c). A  
27 substantial portion of the events and conduct giving rise to the violations of law  
28

1 complained of herein occurred in this District, defendant Electronic Arts Inc.’s  
2 principal executive offices and headquarters are located in this District at 209  
3 Redwood Shores Parkway, Redwood City, CA 94065, and defendant conducts  
4 business with consumers in this District.  
5

6  
7 31. Jurisdiction and venue are also proper in this district because the EA  
8 End User License Agreement (“EULA”) contains a clause entitled “Entire  
9 Agreement; Governing Law.” which expressly vests jurisdiction and venue for  
10 actions related to the Spore Creature Creator Free Trial Edition computer game  
11 and its EULA in the state and federal courts of California and this district:  
12

13  
14 8. Entire Agreement; Governing Law.

15 This License constitutes the entire agreement between EA and you  
16 regarding the Spore Creature Creator. This Agreement shall be  
17 governed by and construed (without regard to conflicts or choice of  
18 law principles) under the laws of: (i) England if you reside in a  
19 Member State of the European Union; and (ii) the State of California  
20 if you reside in any other jurisdiction. Unless expressly waived by  
21 EA in writing for the particular instance or contrary to local law, the  
22 sole and exclusive jurisdiction and venue for actions related to the  
23 subject matter hereof shall be the California state and federal courts  
24 having within their jurisdiction the location of EA’s principal place  
25 of business. You consent to the jurisdiction of such courts and agree  
26 that process may be served in the manner provided herein for giving  
27 of notices or otherwise as allowed by California or U.S. federal law.  
28

24 **PARTIES**

25 32. Plaintiff Richard Eldridge (Plaintiff) is a citizen and resident of  
26 Bradford County, Pennsylvania. Plaintiff downloaded a copy of the Spore  
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28

1 Creature Creator Free Trial Edition computer game. EA did not disclose that the  
2 Spore Creature Creator Free Trial Edition computer game contained an  
3 undisclosed, secret, separately installed, stand alone, unremovable DRM program  
4 which would install itself to the command and control center of the computer and  
5 oversee function and operation on the computer, preventing certain user actions,  
6 preventing certain user programs from operating, or disrupting hardware  
7 operations. Plaintiff would not have downloaded the computer game had he  
8 known the truth about the product. Plaintiff brings this action on behalf of himself  
9 and all others similarly situated.  
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13 33. Defendant Electronic Arts has been and still is engaged in the  
14 business of designing, creating, marketing, distributing, and/or selling computer  
15 games. Defendant Electronic Arts is a Delaware Corporation with its principal  
16 offices at 209 Redwood Shores Parkway, Redwood City, CA 94065. Electronic  
17 Arts common shares trade on the NASDAQ (ERTS).  
18  
19

20 34. Plaintiff is currently ignorant of the true names and capacities,  
21 whether individual, corporate, associate, or otherwise, of the defendants sued  
22 herein under the fictitious names Does 1 through 75, inclusive, and therefore, sues  
23 such defendants by such fictitious names. Plaintiff will seek leave to amend this  
24 complaint to allege the true names and capacities of said fictitiously named  
25 defendants when their true names and capacities have been ascertained. Plaintiff is  
26  
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28



1 in defendant, and defendant's legal representatives, predecessors,  
2 successors, assigns, and employees. Also excluded from the class are  
3 the judge and staff to whom this case is assigned, and any member of  
4 the judge's immediate family.  
5

6  
7 37. Plaintiff reserves the right to revise this definition of the class based  
8 on facts he learns during discovery.

9  
10 38. Plaintiff is a member of the class that he seeks to represent. Members  
11 of the class can be identified because they will have downloaded a copy of the  
12 Spore Creature Creator Free Trial Edition computer game onto their computer.  
13 Class members can be notified of the class action through publication and direct  
14 mailings to address lists maintained in the usual course of business by defendant.  
15

16 39. **Numerosity**: Class members are so numerous that their individual  
17 joinder is impracticable. It is estimated that the Class consists of tens of thousands  
18 of members. The precise number of class members is unknown to plaintiff, but it  
19 is clear that the number greatly exceeds the number to make joinder impossible.  
20

21  
22 40. **Existence and predominance of common questions:** Common  
23 questions of law and fact predominate over the questions affecting only individual  
24 class members. Some of the common legal and factual questions include:  
25

- 26 a. Whether EA fails to disclose the presence of an additional  
27 program with the Spore Creature Creator Free Trial Edition  
28

1 download;

2 b. Whether EA should have separately disclosed the presence of  
3 an additional DRM program with the Spore Creature Creator Free  
4 Trial Edition download, and the extent and nature of that program;  
5

6 c. Whether defendant should have disclosed, and is liable for its  
7 failure to disclose the SecuROM program, the precise details and  
8 nature of the program, where and how it would install, and how it  
9 would operate, prior to any download of the program;  
10

11 d. Whether defendant should have disclosed, and is liable for its  
12 failure to disclose, the SecuROM program, the precise details and  
13 nature of the program, where and how it would install, and how it  
14 would operate, prior to any installation of the program;  
15

16 e. Whether defendant should have obtained informed consent  
17 from the user, prior to the installation of the SecuROM program;  
18

19 f. Whether defendant concealed crucial details concerning the  
20 presence operation, function, and unremovability of the SecuROM  
21 DRM program to the class and the public;  
22

23 g. Whether defendant's actions in concealing crucial details  
24 concerning the presence, operation, function, and unremovability of  
25 the SecuROM DRM program were likely to deceive the public;  
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- 1           h.     Whether defendant made representations that the Spore  
2           Creature Creator Free Trial Edition computer game had  
3           characteristics, uses, benefits, or qualities which it did not have;  
4           i.     Whether, by its conduct, defendant has engaged in unfair or  
5           unlawful business practices with respect to the advertising, marketing,  
6           and distribution of the Spore Creature Creator Free Trial Edition  
7           computer game;  
8           j.     Whether, by its conduct, defendant has engaged in unfair,  
9           deceptive, untrue, or misleading advertising of the Spore Creature  
10          Creator Free Trial Edition computer game;  
11          k.     Whether defendant violated consumer protection statutes and/or  
12          state deceptive business practices statutes;  
13          l.     Whether, by its conduct, defendant has trespassed on the  
14          computers of all persons who installed the Spore Creature Creator  
15          Free Trial Edition computer game;  
16          m.     Whether California law applies to all claims and claimants in  
17          this action; and  
18          n.     The nature and extent of damages and other remedies to which  
19          the conduct of defendant entitles the class members.

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28       41.    Defendant engaged in a common course of conduct giving rise to the

1 legal rights sought to be enforced by the class members. Similar or identical  
2 statutory and common law violations, deceptive business practices, and omissions  
3 regarding the product are involved. Individual questions, if any, pale by  
4 comparison to the numerous common questions that predominate.  
5

6 42. The injuries sustained by the class members flow, in each instance,  
7 from a common nucleus of operative facts. In each case, defendant designed,  
8 created, supplied, distributed, marketed, and/or offered for download the Spore  
9 Creature Creator Free Trial Edition computer game containing a second,  
10 undisclosed computer program.  
11

12 43. Class members have been damaged by defendant's misconduct. Class  
13 members have downloaded the Spore Creature Creator Free Trial Edition computer  
14 games containing an extra, undisclosed program that secretly installed onto their  
15 computers, without notice or opportunity for consent. Class members would not  
16 have downloaded the Spore Creature Creator Free Trial Edition computer game  
17 had they known the truth about the product.  
18

19 44. **Typicality:** Plaintiff's claims are typical of the claims of the other  
20 proposed class members. Plaintiff downloaded a Spore Creature Creator Free Trial  
21 Edition computer game designed and created by defendant which contained an  
22 undisclosed, secret, separately installed, stand alone, unremovable DRM program  
23 which would install itself to the command and control center of the computer and  
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1 oversee function and operation on the computer, preventing certain user actions,  
2 preventing certain user programs from operating, or disrupting hardware  
3 operations.  
4

5       45. **Adequacy**: Plaintiff will fairly and adequately protect the interests of  
6 the class. Plaintiff is familiar with the basic facts that form the bases of the  
7 proposed class members' claims. Plaintiff's interests do not conflict with the  
8 interests of the other class members that he seeks to represent. Plaintiff has  
9 retained counsel competent and experienced in class action litigation who will  
10 prosecute this action vigorously. Plaintiff's counsel have successfully prosecuted  
11 complex actions including consumer protection class actions. Plaintiff and  
12 plaintiff's counsel will fairly and adequately protect the interests of the class  
13 members.  
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18       46. **Superiority**: The class action device is superior to other available  
19 means for the fair and efficient adjudication of the claims of plaintiff and the  
20 proposed class members. The relief sought per individual member of the class is  
21 small given the burden and expense of individual prosecution of the potentially  
22 extensive litigation necessitated by the conduct of defendant. Furthermore, it  
23 would be virtually impossible for the class members to seek redress on an  
24 individual basis. Even if the class members themselves could afford such  
25 individual litigation, the court system could not.  
26  
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1           47. Individual litigation of the legal and factual issues raised by the  
2 conduct of defendant would increase delay and expense to all parties and to the  
3 court system. The class action device presents far fewer management difficulties  
4 and provides the benefits of a single, uniform adjudication, economies of scale and  
5 comprehensive supervision by a single court.  
6

7  
8           48. Given the similar nature of the class members' claims and the absence  
9 of material differences in the state statutes and common laws upon which the class  
10 members' claims are based, a nationwide class will be easily managed by the Court  
11 and the parties.  
12

13           49. The court may be requested to also incorporate subclasses of  
14 plaintiffs, defendants, or both, in the interest of justice and judicial economy.  
15

16           50. In the alternative, the class may be certified because:  
17

18           a. the prosecution of separate actions by the individual members  
19 of the class would create a risk of inconsistent or varying adjudication  
20 with respect to individual class members which would establish  
21 incompatible standards of conduct by defendant;  
22

23           b. the prosecution of separate actions by individual class members  
24 would create a risk of adjudications with respect to them which  
25 would, as a practical matter, be dispositive of the interests of other  
26 class members not parties to the adjudications, or substantially impair  
27  
28

1 or impede their ability to protect their interests; and

2 c. defendant has acted or refused to act on grounds generally  
3 applicable to the class, thereby making appropriate final and  
4 injunctive relief with respect to the members of the class as a whole.  
5

6  
7 **FIRST CAUSE OF ACTION**  
8 **(Violations of Consumer Legal Remedies Act,**  
9 **Civil Code §§ 1750, et seq.)**

10 51. Plaintiff hereby incorporates by reference the allegations contained in  
11 all preceding paragraphs of this complaint.

12 52. The California Consumer Legal Remedies Act (“CLRA”) applies to  
13 defendant’s actions and conduct described herein because it extends to transactions  
14 that are intended to result, or which have resulted, in the sale of goods to  
15 consumers. Plaintiff and the members of the class are consumers who seek, by  
16 purchase or lease, goods or services for personal, family, or household purposes,  
17 and are “consumers” under Civil Code section 1761(d).  
18  
19

20 53. EA’s offer of download and a user’s implementation and acceptance  
21 of that download of the Creature Creator Free Trial Edition computer game  
22 constitute a "Transaction" within the meaning of Civil Code section 1761(e).  
23

24 54. Defendant has violated the CLRA in at least the following respects:

25 a. In violation of Section 1770(a)(14), defendant has represented that  
26 the Spore Creature Creator Free Trial Edition computer game confers  
27  
28

1 or involves rights, remedies, or obligations which it does not have or  
2 involve, or which are prohibited by law.

3  
4 55. Defendant concealed material facts regarding the Spore Creature  
5 Creator Free Trial Edition computer games from plaintiff and the members of the  
6 class, including the fact that the Spore Creature Creator Free Trial Edition  
7 computer games contained an undisclosed, secret, separately installed, stand alone,  
8 unremovable DRM program which would install itself to the command and control  
9 center of the computer and oversee function and operation on the computer,  
10 preventing certain user actions, preventing certain user programs from operating,  
11 or disrupting hardware operations. Had defendant disclosed such information, it  
12 would have been made known to plaintiff and members of the class through the  
13 marketing and advertising presented to plaintiff and members of the class by  
14 defendant, retailers, resellers, the trade press, and others.

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19 56. Defendant's failure to disclose the truth about Spore Creature Creator  
20 Free Trial Edition's companion DRM program, and defendant's conscious  
21 concealment of that fact, are unfair, misleading, and deceptive trade practices  
22 under the provisions of the CLRA, Civil Code § 1770 (a)(14).  
23

24  
25 57. Defendant's deceptive acts and omissions occurred in the course of a  
26 transaction intended to result in a sale or lease of goods or services to consumers.

27  
28 58. Plaintiff and the members of the class relied upon defendant to

1 provide them with full and complete disclosure regarding the Spore Creature  
2 Creator Free Trial Edition download and all of its contents prior to installation of  
3 the programs within the download. Defendant intentionally failed to inform  
4 plaintiff and the members of the class of the full contents of the download to their  
5 detriment. Plaintiff and the members of the class have all been directly and  
6 proximately injured by defendant's conduct, and such injury includes the download  
7 of the SecuROM DRM program which they would not have downloaded had they  
8 been truthfully and fully informed of material facts concerning the Spore Creature  
9 Creator Free Trial Edition download.  
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13  
14 59. In accordance with Civil Code § 1780 (a), plaintiff and members of  
15 the Class seek injunctive and equitable relief as to defendant's violations of the  
16 CLRA; however, in accordance with Civil Code § 1782(a) & (d), plaintiff will  
17 subsequently amend this Class Action Complaint to include a request for damages.  
18

19  
20 **SECOND CAUSE OF ACTION**  
21 **(Trespass to Chattels, Nuisance and Interference**  
22 **With Use of Property)**

23  
24 60. Plaintiff hereby incorporates by reference the allegations contained in  
25 all preceding paragraphs of this complaint.

26  
27 63. Plaintiff and members of the class, at all times relevant to this action,  
28 were the owners and/or possessors of computers.

64. Plaintiff and members of the class are informed and believe that,

1 beginning in June 2008, Electronic Arts, without Plaintiff's and class members'  
2 consent, or in excess of any consent given, knowingly and intentionally accessed  
3 Plaintiff's and class members' property, thereby intermeddling with Plaintiff's and  
4 class members' right to possession of the property and causing injury to Plaintiff  
5 and the members of the class.  
6  
7

8 65. Electronic Arts engaged in deception and concealment in order to gain  
9 access to the computers of class members to install its SecuROM DRM Program.  
10

11 66. Electronic Arts undertook the following actions with respect to each  
12 class member's computer:  
13

- 14 a. Electronic Arts accessed and obtained command control over the  
15 user's computer during the installation process;
- 16 b. Electronic Arts caused the installation of a new program onto the  
17 hard drive of the user's computer;
- 18 c. Electronic Arts programmed the installation to make changes and  
19 additions to the registry (the command center and heart of  
20 computer operations) of the user's computer.  
21
- 22 d. Electronic Arts programmed the operation of its SecuROM  
23 program to function and operate without notice or consent on the  
24 part of the owner of the computer, and completely outside of the  
25 control of the owner of the computer.  
26  
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28

1           67. All these acts described above were acts in excess of any authority  
2 any user granted when he or she permitted Electronic Arts entry into their  
3 computers for purposes of installing the Spore Creature Creator Free Trial Edition  
4 computer game, since none of these acts was in furtherance of installing the Spore  
5 Creature Creator Free Trial Edition computer game. By engaging in deception and  
6 misrepresentation, whatever authority or permission users may have granted to  
7 Electronic Arts for purposes of installing the Spore Creature Creator Free Trial  
8 Edition computer game was vitiated.

9  
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12           68. Electronic Arts' installation and operation of its SecuROM program  
13 used, interfered, and/or intermeddled with Plaintiff's and Class members' computer  
14 systems. Such use, interference and/or intermeddling was without Class members'  
15 consent or, in the alternative, in excess of Plaintiff's and Class members' consent.  
16

17  
18           69. Electronic Arts' installation and operation of its SecuROM program  
19 constitutes trespass, nuisance, and an interference with Class members' chattels, to  
20 wit, their computers.  
21

22           70. Electronic Arts' installation and operation of its SecuROM program  
23 impaired the condition and value of Class members' computers.  
24

25           71. Electronic Arts' trespass to chattels, nuisance, and interference caused  
26 real and substantial damage to Plaintiff and the other Class members.  
27

28           72. As a direct and proximate result of Electronic Arts' trespass to

1 chattels, nuisance, interference, unauthorized access of and intermeddling with  
2 Plaintiff's and Class members' property, Plaintiff and Class members have been  
3 injured and impaired in the condition and value of Class members' computers, as  
4 follows:  
5

- 6 e. By consuming the resources of and/or degrading the performance  
7 of Class members' computers (including hard drive space,  
8 memory, processing cycles, and Internet connectivity);  
9
- 10 f. By diminishing the use of, value, speed, capacity, and/or  
11 capabilities of Class members computers;  
12
- 13 g. By devaluing, interfering with, and/or diminishing Class members'  
14 possessory interest in their computers;  
15
- 16 h. By altering and controlling the functioning of Class members'  
17 computers;  
18
- 19 i. By infringing on Class members' right to exclude others from their  
20 computers;  
21
- 22 j. By infringing on Class members' right to determine, as owners of  
23 their computers, which programs should be installed and operating  
24 on their computers;  
25
- 26 k. By tying Class members' right to utilize the Spore Creature  
27 Creator Free Trial Edition computer game upon the undisclosed,  
28





1 Federal Rules of Civil Procedure with respect to the claims for  
2 damages, and appointment of plaintiff as class representative and his  
3 counsel of record as class counsel;  
4

5 2. Damages in the amount of monies either paid or needed to pay  
6 in order to fully and completely remove SecuROM from the  
7 computers of class members (for purposes of clarity, Plaintiff  
8 expressly disclaims damages pursuant to the CLRA at this time);  
9

10 3. Actual damages, statutory damages, punitive or treble damages,  
11 and such other relief as provided by the statutes cited herein (for  
12 purposes of clarity, Plaintiff expressly disclaims damages pursuant to  
13 the CLRA at this time);  
14

15 4. For pre-judgment and post judgment interest according to  
16 proof;  
17

18 5. Equitable relief in the form of restitution and/or disgorgement  
19 of all unlawful or illegal profits received by defendant as a result of  
20 the unfair, unlawful and/or deceptive conduct alleged in herein;  
21

22 6. Other appropriate injunctive relief;  
23

24 7. The costs of bringing this suit, including reasonable attorneys'  
25 fees; and  
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27 8. All other relief to which plaintiff and members of the proposed  
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class may be entitled at law or in equity.

**JURY TRIAL DEMAND**

The Plaintiff hereby demands a trial by jury of all issues so triable.

DATED this 14th day of October, 2008.

  
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