

CTJ/RMT  
ORIGINAL

IN THE UNITED STATES DISTRICT COURT  
FOR THE NORTHERN DISTRICT OF TEXAS  
FORT WORTH DIVISION

U.S. DISTRICT COURT NORTHERN DISTRICT OF TEXAS <b>FILED</b> DROP BOX NOV - 6 2009 11:33 CLERK, U.S. DISTRICT COURT By _____ Deputy
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AMERICAN AIRLINES, INC.,

Plaintiff,

V.

YAHOO! INC., and  
OVERTURE SERVICES, INC. d/b/a YAHOO!  
SEARCH MARKETING,

Defendants.

Civil Action No. 4-08-CV-626-A

**APPENDIX IN SUPPORT OF DEFENDANTS' MOTION TO  
EXCLUDE TESTIMONY OF RONALD C. GOODSTEIN**

EXHIBIT	DOCUMENT	PAGE
A	Expert Report of Ronald C. Goodstein, dated August 17, 2009	03
B	Plaintiff production document AAY-000627637	74

**CERTIFICATE OF SERVICE**

The undersigned attorney certifies that a true copy of the foregoing document has been served on counsel of record as follows:

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Dee J. Kelly, Jr.  
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***Via Hand Delivery***

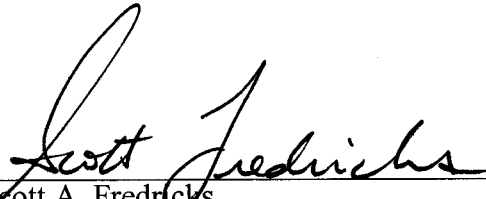
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***Via FedEx***

Date: November 6, 2009

  
\_\_\_\_\_  
Scott A. Fredricks

A

**EXHIBIT A**

**Highly Confidential  
Access Limited by Confidentiality Agreement**

**Submitted in Proposed Supplemental Appendix Filed With  
Defendants' Second Unopposed Motion For Leave To  
File Documents Under Seal Filed on November 6, 2009**

B

Response Requested: Y File Name : 02200003.WEB

Time Sent: 07:54

AADVANTAGE Nbr: [REDACTED] AADVANTAGE Level:

Customer Name : Mr. John N. Deamos

Company Name :

Addr Line 1 : [REDACTED]

Addr Line 2 :

City :

State :

Province :

Zip/Postal: [REDACTED]

Country :

Business Phone: 000[REDACTED]

Extension : 0000000000

Home Phone : 0000000000000000

Fax Phone : 0000000000000000

Email Address : [REDACTED]

PNR Locator# :

Flt Carrier : AA

Ticket # : 00000000000000

BMAS Locator#:

Flt Date : 06/05/07

Orig : AUSTIN

Flt Nbr : 00684

Dest : SACRAMENTO

Subject : 2 COMPLAINT Code : 9081 Airline policies/proced-2

Message :

I arrived at AUS at 6:30 AM for a 7:45 AM flight to Sacramento, CA through DFW. Flight 1103 to DFW was shown as delayed and the counterperson told me that my flight to Sacramento had been cancelled, too. She was unable to find another airline to get me to Sacramento before my scheduled meeting time and I cancelled the reservation. My complaint is that AA did not notify me about the flight delay until 7:15 AM for a 7:45 AM flight! AA almost never notifies me about delays, even though I put a request in my profile. AA "rewards" people for booking directly with them but ORBITZ (your partner) always notifies me about delays at least 2-3 hours before departure. Why can't you notify me before ORBITZ does? And why do you funnel me through DFW on flights to major cities in the West? DFW has more delays & cancellations than anywhere else I fly. I'm not a big SWA fan but at least they treat me (an AA Platinum member) better. Because of the flight #1103 cancellation, it cost \$236.51 to cancel the Sacramento hotel reservation for that day. I could be a Platinum Plus member but going through DFW has become unacceptable!

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