LIPSON, NEILSON, COLE, SELTZER & GARIN, P.C. David A. Markman (Nevada Bar No. 12440)
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9900 Covington Cross Dr., Suite 120 1 2 Las Vegas, Nevada 89144 (702) 382-1500 Telephone 3 (702) 382-1512 Facsimile 4 ZIMMERMAN REED LLP 5 Caleb Marker (Pro Hac Vice Pending) E-mail: <a href="mailto:caleb.marker@zimmreed.com">caleb.marker@zimmreed.com</a> 6 2381 Rosecrans Avenue, Suite 328 Manhattan Beach, California 90245 (877) 500-8780 Telephone 7 (877) 500-8781 Facsimile 8 ZIMMERMAN REED LLP 9 E-mail: hart.robinovitch@zimmreed.com Hart L. Robinovitch (Pro Hac Vice Pending) 10 14646 N. Kierland Blvd., Suite 145 Scottsdale, Arizona 85254 11 (480) 348-6400 Telephone (480) 348-6415 Facsimile 12 Attorneys for Plaintiff 13 14 UNITED STATES DISTRICT COURT 15 DISTRICT OF NEVADA 16 CAMERON PARK, individually, and Case No. 2:17-cv-02282 -APG-VCF on behalf of all others similarly situated, 17 AMENDED CLASS ACTION Plaintiff. **COMPLAINT** 18 (Jury Trial Demanded) v. 19 ZUFFA, LLC, NEULION, INC., and, 20 DOES 1-100, inclusive. 21 Defendants. 22 Cameron Park ("Plaintiff"), by and through undersigned counsel, on behalf 23 of himself and all others similarly situated, brings the following Class Action 24 ZUFFA. LLC and INC. Complaint against NEULION, (collectively 25 "Defendants"), based upon information as belief and the investigation of counsel, 26 except for information based on personal knowledge, and hereby alleges as 27 follows: 28

AMENDED COMPLAINT

#### **PREAMBLE**

- 1. The August 26, 2017 boxing match between Floyd Mayweather ("Mayweather") and Conor McGregor ("McGregor") was billed to the American public (and worldwide) as one of the biggest prize fights ever and dubbed by UFC, the media and others as "The Money Fight" and "The Biggest Fight in Combat Sports History" (hereinafter the "Fight"). The Fight was unique as, for the first time, it pitted a boxing champion (Mayweather), against an ultimate fighting/mixed martial arts champion (McGregor), adding significant intrigue and hype to the sporting event. The Fight, ultimately won by Mayweather with a technical knockout in the 10th round, is believed to have been one of the highest grossing and most watched fights in boxing history.<sup>1</sup>
- 2. Apart from the gate receipts, hundreds of thousands of boxing fans paid money to see the Fight on pay-per-view ("PPV") broadcasts, including those offered through Defendants' internet and media outlets and platforms, such as UFC.com, UFC.tv, and UFC's smartphone application (the "app"). PPV sales alone are believed to have exceeded \$300 million for the Fight.<sup>2</sup>
- 3. Reviews of the Fight were generally positive with commentators and fans indicating that it was an exciting sporting event, especially compared to Mayweather's previous May 2015 fight against Manny Pacquiao, which was universally criticized and panned due to general lack of excitement largely

Martin Rogers, Floyd Mayweather beats Conor McGregor with 10th round TKO in 'The Money Fight', USA TODAY (Aug. 28, 2017, 12:56 AM), <a href="https://www.usatoday.com/story/sports/boxing/2017/08/26/floyd-mayweather-beats-conor-magragor-the-money-fight/605806001/">https://www.usatoday.com/story/sports/boxing/2017/08/26/floyd-mayweather-beats-conor-magragor-the-money-fight/605806001/</a> See also Prior Merione The Estimated Purses for

mcgregor-tko-money-fight/605806001/. See also, Brian Mazique, The Estimated Purses for Floyd Mayweather Vs. Conor McGregor Fight Are Staggering, FORBES (Jun 16, 2017, 2:32 PM), https://www.forbes.com/sites/brianmazique/2017/06/16/the-estimated-purses-for-floyd-

mayweather-vs-conor-mcgregor-fight-are-staggering/#3299add33d00 (estimating Mayweather to earn at least \$100 million, increasing up to four times that amount if the event hits its monetary metrics, and McGregor raking in at least \$30 million, though both fighters signed confidentiality agreements that restrict them from revealing the financial details publicly).

<sup>&</sup>lt;sup>2</sup> Michael Blaustein, *Mayweather-McGregor was a \$700 million behemoth*, N.Y. Post (Aug. 28, 2017, 12:14 PM), <a href="http://nypost.com/2017/08/28/mayweather-mcgregor-was-a-700m-behemoth/">http://nypost.com/2017/08/28/mayweather-mcgregor-was-a-700m-behemoth/</a>.

resulting from Pacquiao's undisclosed shoulder injury and inability to compete to his fullest ability.<sup>3</sup>

- 4. Prior to the Fight, Mayweather told the public that he owed them something "to write that wrong" as a result of the lackluster Pacquaio fight.<sup>4</sup> Mayweather and McGregor engaged in a promotional tour and other promotional appearances. Promoters and Defendants marketed the Fight heavily to fans and PPV customers. All of this added to the hype and excitement the participating boxers, promoters, broadcasters, and Defendants all aimed to capitalize on financially.
- 5. While the August 26, 2016 Mayweather McGregor fight was an exciting sporting event that millions of sports fans wanted to see, with significant hype and pent-up demand, a major problem arose prior to the Fight. Consumers, like Plaintiff and members of the Class, who purchased the PPV Fight from Defendants via UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated by Defendants at the required price (\$99.95), were unable to actually watch the complete Fight under the license purchased due to technical difficulties and insufficient bandwidth and downloading problems, frustrating their PPV transactions and ability to receive what they paid for. In turn, Plaintiff and the Class lost the ability to participate in and enjoy the event and worldwide spectacle that, by purchasing, exceeded the \$99.95 purchase price in value. Instead of enjoying the event in real time, Class members only saw blank television screens

<sup>&</sup>lt;sup>3</sup> See generally, Mike Downey, Mayweather vs. McGregor: Worth every penny, CNN (Aug. 27, 2017, 12:44 PM), <a href="http://www.cnn.com/2017/08/27/opinions/mayweather-mcgregor-opinion-downey/index.html">http://www.cnn.com/2017/08/27/opinions/mayweather-mcgregor-opinion-downey/index.html</a> (last visited Sept. 26, 2017) ("That thing in a boxing ring Saturday night in Las Vegas turned out to be totally real. Floyd Mayweather vs. Conor McGregor was a genuine, honest-to-goodness fight... But did those who paid to see it get their money's worth? Yes, they really, really did.").

<sup>&</sup>lt;sup>4</sup> Scott Rafferty, Floyd Mayweather: 'I Feel Like I Owe Fans' for Disappointing Manny Pacquiao Fight, Rolling Stone (Aug. 16, 2017), <a href="http://www.rollingstone.com/sports/news/mayweather-vs-mcgregory-owes-boxing-fans-for-pacquiao-fight-w498023">http://www.rollingstone.com/sports/news/mayweather-vs-mcgregory-owes-boxing-fans-for-pacquiao-fight-w498023</a>.

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and instead spent that time in complete frustration trying to get the PPV download to work while the 12 rounds ticked away – an exercise in futility, they only later came to learn, due to the system overload. As reported in the aftermath of the Fight, thousands of consumers who purchased the fight through UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated by Defendants were denied the ability to see the entire Fight broadcast due to widespread "outages" allegedly as a result of the high demand.<sup>5</sup>

- 6. Upon information and belief, the broadcast outages occurred due to system overload and insufficient bandwidth and download capacity, among other technical deficiencies, whereby Defendants sold more PPV packages to consumers in the Class than they knew or should have known their broadcast/download system could realistically handle and process without experiencing widespread interference and outages.
- 7. Watching a live sporting event where long, short, unannounced, or other sporadic outages occur completely ruins the viewing experience and frustrates the ability of the viewer (and his/her guests) to enjoy the PPV product purchased and experience it to the fullest and intended extent.
- 8. Being denied the ability to watch a live sporting event in real time after purchasing it for a significant price and then learning the outcome through media reports, or watching a replay or highlights with knowledge of the outcome, is of less (or negative) value and damaging to true sports fans, as people in the

Adi Joseph, *UFC.tv crashed two hours before Mayweather-McGregor, and everyone freaked out*, USA TODAY (Aug. 26, 2017, 9:51 PM), http://ftw.usatoday.com/2017/08/mayweather-vs-mcgregor-streaming-ufc-tv-ppv-pay-per-view-time-online-watch. *See also*, A.J. Perez, *Struggled to Stream the "The Money Fight"? UFC.tv customers urged to contact NeuLion*, MMA Junkie (Aug. 27, 2017), *available at:* http://mmajunkie.com/2017/08/struggled-stream-the-money-fight-ufc-customers-contact-neulion; Jon Fingas, *Demand for Mayweather-McGregor fight crashed pay-per-view servers*, Engadget (Aug. 27, 2017), *available at:* https://www.engadget.com/2017/08/27/mayweather-mcgregor-fight-crashes-ppv-servers/.

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Class who paid a record high \$99.95 PPV price would generally be. A large part of the value of live sports, supporting prices that consumers pay to view it, is the unknown and unpredictable nature of the events' progression and eventual outcome of the match. Defendants' conduct here ruined this for Class members and turned their night into a frustrating and embarrassing experience. A straight refund of the PPV purchase price, even if made, would not and does not fully compensate Class members for the injury suffered.

- 9. Defendants marketed and sold the Fight to the Class as if the \$99.95 purchase price was a value purchase: *i.e.*, if Class members purchased the PPV for that price, they would receive at least that in entertainment value by being able to watch and participate in the unique and unprecedented "Biggest Fight in Combat Sports History."
- 10. aspect and reasonable interpretation of Defendants' advertisement and promotion of the PPV Fight was that if consumers paid the \$99.95 price for the PPV they would receive and be able to view, uninterrupted, without doubt, the complete and uninterrupted Fight broadcast in real time. Defendants' inability to ultimately provide a complete and uninterrupted PPV broadcast of the Fight to the Class was not due to unforeseen circumstances or an act of nature, but instead from pure greed - namely, Defendants' desire to keep selling more and more PPV's to record sales levels, stretching the bandwidth and download capacity of the PPV system to the brink and beyond, irrespective of the risks they were creating for the Class of consumers. Defendants' conduct in this regard was reckless and in disregard to the rights of their customers in the Class.
- 11. Ultimately the system overloaded and crashed from excessive sales and downloads. Plaintiff and Class members obtained only sporadic, interrupted clips, or were unable to view the Fight at all.
- 12. As a result, Plaintiff's contracts for the PPV broadcast were breached.

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- 13. Defendants also engaged in deceptive and misleading acts marketing and selling the PPV on UFC.tv as, *inter alia*, they knew or should have known that the PPV systems' capacity was exceeded and could not adequately handle the volume of PPV sales ultimately reached without suffering outages, compromising the PPV purchases of consumers, and yet they continued to sell new packages to Class members in order to maximize their revenues.
- Plaintiff and all Class members whole by refunding all Class members their PPV purchase and providing other necessary relief such as additional compensation for their injury, loss, frustrating experience, ruined evening, and embarrassment, as well as reimbursement of other amounts spent by Class members in relation to the Fight, such as for food, drink, and other costs associated with hosting and entertaining guests. While Class members purchasing the PPV of the Fight expected to participate in the hype and enjoy watching a highly entertaining event marketed as "The Biggest Fight in Combat Sports History" and designed to be the centerpiece of a night's entertainment, purchased at a near record price (which post-fight media reports largely confirm was a good competition worth the high PPV purchase price for those consumers not in the Class who actually were able to view it), Class members here were completely deprived of this to their detriment, frustration, and lost time and money. Given this, a straight refund of the PPV

See A. J. Perez, UFC, NeuLion mum on potential refunds for fans unable to stream Mayweather-McGregor Junkie fight, **MMA** (Aug. 28, 2017), available http://mmajunkie.com/2017/08/ufc-neulion-floyd-mayweather-conor-mcgregor-fight-refunds (last visited Sept. 27 2017) ("The UFC and its streaming partner, NeuLion, have yet to address how – and even if – they will compensate customers who paid \$100 for Saturday's Floyd Mayweather vs. Conor McGregor fight and were prevented from viewing it due to technical issues. The main event was delayed due to what Showtime, the fight's primary broadcaster described as "scattered outages," but the majority of the problems appeared to be with UFC's app that runs on several different platforms and not the outages referenced by Showtime.")

purchase price alone does not make Plaintiff or the members of the Class whole. Each Class member is owed more than a straight refund of the PPV purchase price.

15. Based on the foregoing, and as further alleged below, this class action lawsuit seeks damages, restitution, and other relief for persons who paid money for the PPV of the Fight through UFC's app and/or through UFC.tv. Those consumers, like Plaintiff, were denied the benefit of their bargain and as a result, damages, restitution, and other relief is appropriate and necessary. Because of Defendants' conduct, described further within, members of the Class were injured and incurred financial loss while Defendants profited and were unjustly enriched.

#### **PARTIES**

- 16. Plaintiff Cameron Park is an individual who resides in the State of California. Plaintiff is a "person" as defined by Cal. Bus. & Prof. Code §17201.
- 17. Plaintiff, like members of the Class, paid money to view the PPV broadcast Mayweather-McGregor fight held on August 26, 2017 via UFC.tv or the UFC app and suffered the loss of money, financial injury, and other damage as a result of the acts and omissions of Defendants described herein. Had Defendants not conducted the deceptive and unfair acts alleged herein, and not omitted material facts regarding system capacities, Plaintiff would not have parted with his money to watch the Fight purchased from Defendants (and/or their agents), and would not have been injured.
- 18. The Class, as defined below, consists of Plaintiff and all other persons who paid money nationwide to watch the Mayweather-McGregor fight held August 26, 2017, via UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated by Defendants.
- 19. The California Subclass, as defined below, consists of Plaintiff and all other persons who paid money in California to watch the Mayweather-

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McGregor fight held August 26, 2017, via UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated by Defendants.

- 20. Defendant Zuffa, LLC ("Zuffa") is an American sports promotion company specializing in mixed martial arts. It was founded in January 2001 in Las Vegas, Nevada, by Station Casinos executives Frank Fertitta III and Lorenzo Fertitta to be the parent entity of the Ultimate Fighting Championship ("UFC") after they purchased it from the Semaphore Entertainment Group. The word "Zuffa" is an Italian word meaning "fight".
- Zuffa is formed under the laws of Nevada, and is located at 2960 W. 21. Sahara Avenue, Las Vegas, Nevada, 89102. It may be served with process by serving its registered agent, L and R Service Company of Nevada, LLC at 3993 Howard Hughes Parkway, Suite 600, Las Vegas, Nevada 89169.
- Upon information and belief, Zuffa's sole managing member is currently UFC Holdings, LLC ("UFC Holdings"). Upon information and belief, UFC Holdings, LLC is located in Nevada at 2960 W. Sahara Avenue, Las Vegas, Nevada, 89102, and is formed under the laws of Delaware and/or Michigan. The citizenship of the members of UFC Holdings, LLC is presently unknown.
- 23. Until recently, Zuffa's members were Lorenzo Fertitta, Frank Fertitta, and other Nevada residents, including UFC President Dana White. See, Fertitta Decl. (Sept. 27, 2010) (Doc. 13-2) in Zuffa, LLC v. Pavia Holdings, LLC, No. 2:10-cv-1427-MMD-NJK (D. Nev.).
- 24. Zuffa was established in December 2000 and has maintained its headquarters in Las Vegas, Nevada since that time. Almost all of Zuffa's officers and employees with responsibility for negotiating and executing contracts and conducting business relationships with fighters, event venues, sponsors, merchandisers, and other business partners, are based in Las Vegas. These officers and employees include Chairman and CEO Lorenzo Fertitta, President Dana White, Senior Executive Vice President and Chief Operating Officer Ike AMENDED COMPLAINT

Lawrence Epstein, Executive Vice President and Chief Legal Officer Kirk
Hendrick, Senior Vice President of Event Development and Operations Peter
Dropick, and Senior Vice President of Global Marketing Partnerships, Mike
Mossholder all of whom live and work in the District of Nevada.

25. Upon information and belief, in 2016 Zuffa was sold in whole or part to UFC Holdings, LLC, WME Entertainment Parent, LLC, and/or related entities. Despite any change in ownership, Zuffa continues to conduct business as Ultimate Fighting Championship, UFC, UFC.com, UFC.tv, and the UFC app, without interruption, including that involving the sale and marketing of PPV packages of the Fight to Plaintiff and the Class in Nevada. *See, e.g., Zuffa, LLC d/b/a/ Ultimate Fighting Championship v. Grigoryan*, No. 2:17-cv-04290-SVW-JEM (C.D. Cal. June 9, 2017) (Doc. 1) (a 2017 filing alleging that Zuffa, LLC continues to sell PPV broadcasts to consumers).

26. At all relevant times Zuffa has been in the business of, among other things, promoting live mixed martial arts (MMA) bouts in the U.S. and elsewhere, under the trade names of the Ultimate Fighting Championship® or UFC®. Under the UFC trademark, which is wholly owned by Zuffa, Zuffa promotes professional MMA events for live audiences as well as live television, internet, and PPV broadcasts, and licenses, markets, sells and distributes UFC licensed merchandise and/or promotional materials including, but not limited to,

See Moody's assigns UFC Holdings, LLC a B2 CFR and the 1st lien term loan a B1 rating;

million.").

outlook Stable, July 22, 2016 (https://www.moodys.com/research/Moodys-assigns-UFC-Holdings-LLC-a-B2-CFR-and-the--PR 352576) ("Moody's Investors Service (Moody's) assigned VGD Merger Sub LLC (aka UFC Holdings, LLC (UFC)) a B2 corporate family rating (CFR) and the proposed \$150 million revolver and \$1,300 million 1st lien term loan a B1 (LGD3) rating. The outlook is stable. The use of proceeds is to help fund the acquisition of Zuffa LLC (UFC Holdings, LLC will be the rated entity following the close of the transaction) by WME Entertainment Parent, LLC (WME Parent) in partnership with Silver Lake Partners and Kohlberg Kravis Roberts & Co....UFC Holdings, LLC (aka Zuffa, LLC) is the world's leading promoter of mixed martial arts (MMA) sports competition events. MMA is an individual combat sport with international appeal, which combines techniques from various combat sports and martial arts, including boxing, karate, judo, jiu-jitsu, kickboxing, and wresting and is governed by the "Unified Rules of MMA". Revenues for 2015 were over \$600

tickets to bouts, live and taped television programming, broadcasts over an internet subscription service, sponsorships and other merchandise including video games, action figures, gyms, fitness products, athletic equipment, apparel, footwear, hats, photographs, toys, collectibles, trading cards, and digital media products.

- 27. Zuffa owns and operates, directly or indirectly, UFC, the UFC.com and UFC.tv websites, and the UFC app for mobile phones and devices. *See*, Terms of Use, *available at:* http://www.ufc.com/termsOfUse. Through these websites, apps, and other social media outlets and platforms, PPV packages for the Fight were sold to Plaintiff and the members of the Class.
- 28. Ultimate Fighting Championship is owned, operated, and/or the alter ego of Zuffa. On its website (http://www.ufc.com/discover/ufc), UFC presents itself to the public as an "organization" owned by Zuffa and further states:

The fastest growing sports organization in the world, the Ultimate Fighting Championship® (UFC®), started in 1993 as a professional mixed martial arts (MMA) organization. UFC has revolutionized the fight business, and today stands as the world's leading MMA promoter, offering the premier series of MMA sports events that have sold out some of the biggest arenas and stadiums across the globe.

The UFC organization follows a rich history and tradition of competitive MMA dating back to the Olympic Games in Athens. About 80 years ago, a Brazilian form of MMA known as Vale Tudo (anything goes) sparked local interest in the sport. Today, the UFC has evolved into an organization where hybrid athletes are required to know various disciplines in order to compete at an elite level in a regulated environment where safety is paramount. UFC athletes are skilled in many forms of martial arts, including karate, jiu-jitsu, boxing, kickboxing, grappling, wrestling, sumo and other combat sports.

Owned and operated by Zuffa, LLC, headquartered in Las Vegas and with offices in London, Toronto and Singapore, UFC produces more than 40 live events annually and is the largest Pay-Per-View event provider in the world, broadcast in over 129 countries and territories, to nearly 800 million TV households worldwide, in 28 different languages. UFC content is also distributed commercially in the United States to bars and restaurants through Joe Hand Promotions, in English throughout Canada via Premium Sports Broadcasting Inc. and in French throughout Quebec via Interbox.

In 2011, the UFC burst into the mainstream with a landmark seven-

year broadcast agreement with FOX Sports Media Group. The agreement includes four live events broadcast on the FOX network annually, with additional fight cards and thousands of hours of programming broadcast on FOX properties FOX Sports 1 and FOX Sports 2. This also includes the longest-running sports reality show on television, The Ultimate Fighter®, which airs on FOX Sports 1 in the United

The UFC also connects with tens of millions of fans through its website, UFC.com, as well as social media sites Facebook, Instagram and Twitter. UFC President Dana White is considered one of the most accessible and followed executives in sports, with over two million followers on Twitter.

In 2014, UFC launched UFC FIGHT PASS<sup>TM</sup>, a digital subscription service with exclusive live events, thousands of fights on-demand and original content. The UFC organization also licenses over 100 UFC GYM® locations

The UFC organization also licenses over 100 UFC GYM® locations, and owns UFC.TV® (offering live event broadcasts and video ondemand around the world), UFC FIT® (an in-home fitness and nutrition program), UFC Magazine, and has a videogame franchise with EA SPORTS, UFC Fight Club®, UFC Fan Expo®, UFC branded apparel, DVDs and Blu-rays and Topps Trading Cards. For more information, visit UFC.com and follow UFC at Facebook.com/UFC, Twitter and Instagram: @UFC

- 29. On the same website UFC also states: "The UFC also holds the distinction as the largest live Pay-Per-View event provider in the world."
- 30. On the UFC.com website is a portal for consumers to access UFC.com and purchase the PPV of the Fight. *See*, https://www.ufc.tv/events.
- 31. UFC.com, UFC.tv, and the UFC app are owned, operated, and/or the alter egos of Zuffa.
- 32. UFC, UFC.com, UFC.tv, and the UFC app are controlled by Zuffa. Zuffa holds itself out to the public and conducts business as "UFC," "Ultimate Fighting Championship," "UFC.com," "UFC.tv," and the UFC app, and are in all respects the alter egos of UFC, UFC.com, UFC.tv, and the UFC app.
- 33. Zuffa, directly or through UFC and/or other alter ego entities it controlled, contracted with NeuLion, Inc. to provide services that allow Plaintiff and members of the Class to access and view its content, including the PPV of the Fight via UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated

by Defendants. *See*, UFC Terms of Use, *available at:* http://www.ufc.com/termsOfUse ("We have contracted with NeuLion, Inc. to provide services that provide You (the subscriber who pays a fee) with the ability to access and view our content.").

- 34. Defendant NeuLion, Inc. ("NeuLion") a technology product and service provider specializing in the broadcasting, distribution, and monetization of live and on-demand digital video content to Internet-enabled devices. NeuLion is a Delaware corporation with principle offices located at 1600 Old Country Road, Plainview, New York 11803. It may be served with process by service on its registered agent Corporation Service Company at 251 Little Falls Drive, Wilmington, Delaware 19808.
- 35. NeuLion live streamed the Mayweather vs. McGregor fight for several global rights holders worldwide, including UFC<sup>®</sup>, Sky Sports, Sky New Zealand, and Eleven Sports Network.
- 36. NeuLion promoted the Fight as "The Biggest Fight in Combat Sports History" on its website. *See generally*, http://www.neulion.com/.
- 37. As reported on NeuLion's website on August 23, 2017 (http://www.neulion.com/ViewArticle.dbml?DB\_OEM\_ID=30000&ATCLID=21 1662790):

NeuLion to Live Stream Mayweather vs. McGregor Fight for Several Global Rights Holders, Including UFC<sup>®</sup>, Sky Sports, Sky New Zealand and Eleven Sports Network

PLAINVIEW, NY -- August 23, 2017 - NeuLion, Inc. (TSX: NLN), a leading technology product and service provider specializing in the broadcasting, distribution and monetization of live and on-demand digital video content to Internet-enabled devices, today announced that it will live stream the Mayweather vs. McGregor fight for several global rights holders, worldwide, including UFC, Sky Sports, Sky New Zealand and Eleven Sports Network. Each of these global rights holders will be using the NeuLion Digital Platform for the live streaming of the four-fight SHOWTIME PPV event, taking place Saturday, Aug. 26 at T-Mobile Arena in Las Vegas.

This once-in-a-lifetime event brings together the worlds of boxing and MMA and has captured the imagination of sports fans throughout the

globe from the initial announcement of the world tour and now leading up to fight night.

The NeuLion Digital Platform will be handling the authentication and purchasing of the Pay-Per-View (PPV) as fans visit each of the four services, including UFC.TV, Sky Sports Box Office, Sky Fan Pass and the Eleven Sports Network's OTT service. NeuLion will also ensure that each of these services delivers the fight into each of the rights holders' respective licensed territories.

"These partners recognize the value of our depth of global experience and continued focus on delivering outstanding quality," said Roy Reichbach, President and CEO of NeuLion. "To be working with four fantastic NeuLion partners for the streaming, purchasing, and fan experience for one of the largest online events of the year, is very exciting for us."

NeuLion has also designed and developed the consumer experience that UFC, Sky Sports, Sky New Zealand and Eleven Sports Network fans will interact with as they watch the live streaming of the fight on web, mobile, tablet and other connected devices.

UFC, the world's premier mixed martial arts organization, is offering the fight to fans through <u>UFC.TV</u>, Sky Sports is offering the live fight as part of their <u>Sky Box Office</u> service, Sky New Zealand is offering the fight on <u>Sky Fan Passand Eleven Sports Network</u> is offering the fight through their digital service. NeuLion will be delivering and monitoring the live event from its technical operations centers located in New York and London.

#### About NeuLion

NeuLion, Inc. (TSX: NLN) offers solutions that power the highest quality digital experiences for live and on-demand content in up to 4K on any device. Through its end-to-end technology platform, NeuLion enables digital video management, distribution and monetization for content owners worldwide including the NFL, NBA, World Surf League, Univision Deportes, Euroleague Basketball and others. NeuLion powers the entire video ecosystem for content owners and rights holders, consumer electronic companies, and third party video integrators through its MainConcept business. NeuLion's robust consumer electronics licensing business enables its customers like Sony, LG, Samsung and others to stream secure, high-quality video seamlessly across their consumer devices. NeuLion is headquartered in Plainview, NY. For more information about NeuLion, visit <a href="https://www.NeuLion.com">www.NeuLion.com</a>.

#### CONTACT INFORMATION

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Plaintiff is ignorant of the true names, capacities, relationships and

1 extent of participation in the conduct herein alleged of the defendants sued herein 2 as DOES 1 through 100, inclusive, but on information and belief alleges that said 3 4 Defendants are in some manner legally responsible for the unlawful actions, policies, and practices alleged herein, and therefore sues such defendants by such 5 fictitious names. Plaintiff is informed and believes, and thereon alleges, that each 6 7 Defendant named herein was the agent of the other, and the agent of all Defendants. Plaintiff is further informed and believes, and thereon alleges, that 8 each Defendant was acting within the course and scope of said agency at all 9 relevant times herein, for the benefit of themselves, each other, and the other 10 Defendants, and that each Defendant's actions as alleged herein were authorized 11 and ratified by the other Defendants. Once the identities of DOES 1 through 100 12 become known, Plaintiff will amend this complaint to describe and identify them 13

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in greater detail.

#### **JURISDICTION AND VENUE**

39. Jurisdiction is proper under 28 U.S.C. §1332(d)(2) because this is a class action where the parties are diverse. Under the Class Action Fairness Act ("CAFA"), complete diversity is not required; federal courts have original diversity jurisdiction over class actions if the aggregate amount in controversy exceeds \$5,000,000 and any class member is a citizen of a state different from any defendant. 28 U.S.C. § 1332(d)(2).

40. Plaintiff, a resident of the State of California, seeks relief on behalf of the Class and a California Subclass, which will result in at least one Class member belonging to a different state than that of Defendants. Upon information and belief, Defendant Zuffa is a citizen of Nevada, Delaware, and/or Michigan. Regardless of Zuffa's citizenship and those of its members, Defendant NeuLion is a citizen of Delaware and New York such that Plaintiff is a citizen of a state

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different from Defendant NeuLion. Diversity jurisdiction under 28 U.S.C. §1332(d) therefore exists.

- 41. In addition, the amount in controversy exceeds \$5,000,000 exclusive of interest and costs. Therefore, both diversity and the damages threshold under CAFA are met and this Court has original jurisdiction.
- 42. Venue is proper in this District pursuant to 28 U.S.C. § 1391 for at least the following reasons: (i) Defendant Zuffa is a resident of Las Vegas, Nevada; (ii) the Fight occurred within this judicial district at the T-Mobile Arena, and the PPV broadcast at issue emanated from that site; (iii) NeuLion entered the state of Nevada to participate in the broadcast and distribution of the PPV of the Fight at the T-Mobile arena to Plaintiff and the Class; (iv) UFC, UFC.com, UFC.tv, and the UFC app are operated in and from Nevada; and (v) Defendant Zuffa, UFC, and UFC.com's Terms of Use state that lawsuits are properly filed and venued in courts of competent jurisdiction in Las Vegas/Clark County, Nevada. *See*, http://www.ufc.com/termsOfUse.

#### **FACTUAL ALLEGATIONS**

- 43. At all times relevant, Plaintiff has been an individual residing within the State of California and City of Los Angeles.
- 44. At all times relevant Defendants, and each of them, conducted business nationwide, including in the States of California and Nevada, including that related to PPV sales of the Fight broadcast.
- 45. Plaintiff and other Class members paid money to watch the Fight on PPV, after months of hype, promotional appearances, and advertisements by Defendants. The standard charge for the PPV of the Fight was \$99.95, plus any applicable tax the amount paid by Plaintiff. The Fight was one of the highest priced events of any kind sold in pay-per-view history. The Fight was promoted as "The Biggest Fight in Combat Sports History" and "The Money Fight" by UFC, the media, and others. *See e.g.*, T. Gerbasi, *Road to May-Mac: Dana White* AMENDED COMPLAINT

Talks Biggest Fight in Combat Sports History, UFC News (Aug. 10, 2017), 1 2 http://www.ufc.com/news/Road-to-Mayweather-McGregor-Danaavailable at: Speaks?id, (last visited Sept. 26, 2017). See also, M. Emons, Floyd Mayweather v 3 Conor McGregor: The biggest fight in combat sports or a farce? BBC (June 15, 4 http://www.bbc.com/sport/boxing/40285344 (last visited 5 2017), available at: Sept. 26, 2017): 6 7 How big will the fight be? 8 White, for one, is in no doubt. 9 10 He said: "It's definitely going to be the biggest fight ever in combat sports history and probably going to be the biggest pay day ever. All 11 sides involved are pretty happy with their deals." 12

The T-Mobile Arena holds 20,000 people, so the fighters will be performing live in front of less than a quarter of the 90,000 people who watched Anthony Joshua's thrilling win over Wladimir Klitschko in their world heavyweight title clash at Wembley Stadium in April. However, the money will come not only from the live gate, but also through international television distribution, sponsorships, closed circuit and merchandise sales.

When Mayweather fought Filipino Manny Pacquiao in May 2015, the fight attracted a record of 4.4 million American pay-per-view sales, with the event generating more than \$500m (£392.7m) in gross worldwide receipts.

Tickets will be in extremely short supply. Only 1,000 of 16,500 tickets were put on general sale for the Mayweather v Pacquiao fight at the MGM Grand - and some were then sold online for as much as £94,000. The rest of the tickets went to fighters, sponsors and promoters.

Such was the demand, hotels and bars charged people to watch the action on big-screen televisions.

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Stephen Espinoza, executive vice-president of American television station Showtime Sports, said fans will pay to watch the McGregor-Mayweather fight because of the novelty.

"The sky is the limit," he said. "There is nothing to compare it against. No-one has seen this type of competition in the ring.

"We're not only drawing fans from the universe of boxing fans and the universe of MMA fans. We've actually tapped into the audience that really doesn't follow either sport."

- 46. Three days, prior to the Fight, on August 23, 2017, Plaintiff paid \$99.95 to UFC to purchase the PPV of the Fight. Plaintiff's receipt stated: "Fight Pass,null,Mayweather vs McGregor,partyId:1813935,orderId:3802076". In doing so, Plaintiff entered into a contract to receive the PPV broadcast in exchange for the payment made. Plaintiff fulfilled his end of the bargain, and otherwise fulfilled all conditions precedent, by paying the \$99.95 charge, as did all other Class members.
- 47. In anticipation of the Fight and in reliance on the contractual promises made by Defendants, Plaintiff expended valuable time and money (on food, beverages, and the like) to host his friends at his home for a private viewing party.
- 48. Defendants sought to sell a record number of PPV packages and maximize revenue. PPV sales continued through the start of the opening round.
- 49. Upon information and belief, the Fight was postponed for some time in order to process still incoming PPV orders.
- 50. Defendants were ill-equipped to provide the number of PPV broadcasts that were sold to all consumers who purchased them.
- 51. As a result of system overloads and other technical problems, Plaintiff and many other Class members who purchased the PPV, were unable to log on, download, and/or otherwise view the entire PPV broadcast without interruption, frustration, inconvenience, and loss of time. As *USA Today* reported,

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"The main event was delayed due to what Showtime, the fight's primary broadcaster, described as 'scattered outages,' but the majority of the problems appeared to be with UFC's app that runs on several different platforms and not the outages referenced by Showtime."

- 52. "UFC Fight Pass", the digital streaming service of UFC (and also controlled and operated by Zuffa and/or UFC), sent a tweet on Twitter, on August 26, 2017 at 6:26 PM stating: "Due to overwhelming traffic you may be experiencing log in issues. This will be resolved shortly."
- 53. Later at 9:08 PM on August 28, 2017, UFC Fight Pass tweeted: "Apologies for any tech difficulties logging onto http://UFC.TV. Please find an alternative provider here: http://s.sho.com/2izXNhh."
- 54. Thousands of consumers who purchased the fight through UFC.com, UFC.tv, UFC's app, and/or other platforms and media outlets operated by Defendants were denied the ability to see the entire Fight broadcast uninterrupted due to widespread "outages." *See* n.5, *supra*. The problem was widespread and not limited or unique to Plaintiff.

<sup>&</sup>lt;sup>8</sup> A. J. Perez, UFC 'disappointed' by technical difficulties for Mayweather-McGregor; no word 8:50 refunds, **USA TODAY** (Aug. 28, 2017, PM) https://www.usatoday.com/story/sports/boxing/2017/08/28/ufc-floyd-mayweather-conormcgregor-fight-technical-difficulties/610713001/. See also, Jon Fingas, Mayweather-McGregor fight crashes pay-per-view servers, Engadget (Aug. 27, 2017), available https://www.engadget.com/2017/08/27/mayweather-mcgregor-fight-crashes-ppv-servers. ("Numerous reports have revealed that servers across the US crashed or buckled under demand for the fight, creating outages serious enough that organizers delayed the fight to make sure people could tune in. Mayweather himself said that pay-per-view servers in California and Florida crashed, while Showtime and UFC failed to load, ran into login trouble and otherwise couldn't keep up with interest."); Michael Blaustein, Mayweather-McGregor was a \$700 million behemoth, N.Y. Post (Aug. 28, 2017, 12:14 PM), http://nypost.com/2017/08/28/mayweathermcgregor-was-a-700m-behemoth/ ("In the end, UFC Fight Pass, the promotion's online streaming service, was so popular on fight night that its servers in California and Florida crashed.").

- 55. Defendants' failure to deliver the complete and uninterrupted PPV broadcast to all consumers who purchased it, including Plaintiff and the Class, caused them harm, injury, damage, and out-of-pocket loss.
- 56. Due to the lost time, frustration and ruined evening where they were shut out of viewing the "The Biggest Fight in Combat Sports History" after Defendants' promotion and hype convinced them it was worth no less than \$99.95, *inter alia*, Plaintiff's and each Class member's injuries exceed the \$99.95 PPV purchase price.
- 57. By failing to deliver the complete and uninterrupted PPV broadcast of the Fight to all consumers who purchased it, Defendants breached contracts with Plaintiff and members of the Class. In addition, Defendants engaged in deceptive and misleading conduct, violating applicable consumer protection laws.
- 58. Plaintiff and the Class were denied the benefit of their bargain because they did not receive the complete and uninterrupted PPV broadcast of the Fight after paying for it.
- 59. Plaintiff, like other reasonable consumers in the Class who purchased the PPV, placed value on the broadcast of the Fight and expected to have an enjoyable night valued at more than the \$99.95 PPV purchase price, and at least no less than the \$99.95 price. In addition, Plaintiff, like other Class members, invested in food, drinks, and the like in order to best enjoy the evening and entertain guests who were invited to their homes. This type of activity is both expected, reasonably foreseeable, and encouraged by Defendants when marketing the PPV of the Fight in the manner they did.
- 60. Defendants knew or should have known of the restrictions and limitations on their broadcast and download capacity and not sold an excessive number of PPV packages that caused the system to crash and experience outages to the detriment of Plaintiff and the Class.

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- 61. By failing to disclose to consumers in the Class that excessive number of PPV packages would be sold, Defendants denied Plaintiff an important opportunity to view the Fight through alternative, more reliable means from the outset.
- 62. Plaintiff and the Class, paying a premium price for the PPV (one of the highest prices ever for a PPV of a fight), reasonably relied on Defendants to provide a complete and uninterrupted broadcast of the entire Fight programming via PPV. Defendants failed to do this. Defendants knew or should have reasonably foreseen that outages would occur once of the number of PPV purchasers exceeded a certain capacity threshold that made outages certain, foreseeable, or at least significantly more likely. Defendants' intentional or reckless disregard for this, so to maximize their profits through continued sales, was unfair and deceptive. Given the nature of a live, unique sporting event like the Fight, Defendants knew or should have known that if outages occurred due to system overloads, the PPV broadcast would be compromised, interrupted portions of the live broadcast could not be recreated or reshown for those that missed it, and Plaintiff and the Class would be injured.
- 63. Sports fans like those in the Class are deprived of value and harmed when they miss live broadcast events, learn the outcome of a sporting event without experiencing it live, and learn scores or view replays.
- 64. Through their conduct, Defendants improperly and deceptively induced thousands of other consumers in the Class to purchase the Fight, and generated hundreds of millions of dollars and revenues in ill-gotten gains due to their deception such that Defendants were unjustly enriched.
- 65. Given their superior and exclusive knowledge about the system capacity and shortfalls, as well as PPV sales levels, Defendants had a duty to tell consumers like Plaintiff the risks of outages presented, and at a reasonable point, to suspend further PPV sales to best protect the interests of consumers that had

already made the investment. Instead, Defendants kept selling more and more PPV packages up and through the opening bell of the Fight, despite knowingly exceeding system capacity.

66. Defendants' conduct and omissions described herein, *inter alia*: (a) breached contracts with Plaintiff and the Class; (b) constitute unlawful, unfair, deceptive, and fraudulent conduct under the consumer protection laws set forth below; (c) breached implied warranties of merchantability; and (d) caused Defendants to be unjustly enriched at the expense of Plaintiff and the Class.

#### **CLASS ALLEGATIONS**

- 67. Plaintiff brings this action on his own behalf and on behalf of all others similarly situated (the "Class"). The Class is defined to include: "Plaintiff and all other persons nationwide who paid money to watch the Mayweather-McGregor fight held on August 26, 2017, via UFC, UFC.com, UFC.tv, the UFC app, and/or other platforms operated by Defendants." Within the Class is a State Subclass.
- 68. Plaintiff represents, and is a member of, the California Subclass (or the "Subclass") defined to include: "All persons in the State of California that paid money to watch the Fight on pay-per-view, purchased through UFC, UFC.com, UFC.tv, the UFC app, and/or other platform operated by Defendants."
- 69. Excluded from the Class and Subclass are: (a) any officers, directors or employees of Defendants; (b) any judge assigned to hear this case (or spouse or family member of any assigned judge); (c) any employee of the Court; and (d) any juror selected to hear this case. Plaintiff reserves the right to modify or amend the definition of the proposed Class and Subclass before the Court determines whether certification is appropriate.
- 70. All requisite elements for class certification under Fed. R. Civ. P. 23(a), 23(b)(1), 23(b)(2), and 23(b)(3) are satisfied.

- 71. Plaintiff does not know the exact number of persons in the Class and Subclass, but given the reported PPV revenues from the Fight and California's population, believes them to be in the several thousands, making joinder of all these actions impracticable.
- 72. The identity of the individual members is ascertainable through Defendants' and/or Defendants' agents' records or by public notice.
- 73. There is a well-defined community of interest in the questions of law and fact involved affecting the members of the Class and Subclass. The questions of law and fact common to the Class and Subclass predominates over questions affecting only individual Class and Subclass members, and include, but are not limited to, the following:
  - a. Whether Defendants' practices are deceptive and misleading and violate applicable consumer protection laws set forth below;
  - b. Whether the conduct of Defendants, as alleged herein, constitutes unlawful practices that occurred in connection with the sale and or advertisement of goods and services, within the meaning of the Nevada Deceptive Trade Practices Act (the "NDTPA"), Nev. Rev. Stat. § 598.0915 *et seq.* and Nev. Rev. Stat. § 41.600(1);
  - c. Whether Defendants breached Class members' contracts for the PPV;
  - d. Whether Defendants' practices and sale of PPV packages of the Fight that could not be fully viewed, as described herein, breached implied warranties of merchantability;
  - e. Whether Defendants were unjustly enriched at the expense of Plaintiff and the Class;

- f. Whether Defendants knew or should have known of system capacities and sold excessive PPV packages;
- g. Whether Nevada law applies to the Class and whether Defendants' practices, described herein, violated Nevada consumer protection statutes, contract, and other laws;
- h. The correct measure of damages and other relief available to the Class; and
- Whether straight refunds of the PPV purchase price fully and adequately compensates Class members for their injuries and loss.
- 74. Plaintiff will fairly and adequately protect the interest of the Class and Subclass. Plaintiff is a member of the Class and any Subclass. Plaintiff has retained the undersigned counsel who are experienced in consumer class action litigation and are competent to represent the Class and Subclass.
- 75. Plaintiff's claims are typical of the claims of the Class and Subclass which all arise from the same operative facts involving Defendants' practices.
- 76. A class action is a superior method for the fair and efficient adjudication of this controversy.
- 77. Classwide damages are essential to induce Defendants to comply with the laws as alleged in the Complaint.
- 78. Class and Subclass members are unlikely to prosecute such claims on an individual basis since the individual damages are small. Management of these claims is likely to present significantly fewer difficulties than those presented in many class claims, *e.g.*, securities fraud.
- 79. Defendants have acted on grounds generally applicable to the Class and Subclass thereby making appropriate final declaratory relief with respect to the Class and Subclass as a whole.

- 80. Members of the Class and Subclass are likely to be unaware of their rights.
- 81. Plaintiff contemplates providing notice to the putative Class and Subclass members by direct mail in the form of a postcard, via email, and via publication.
- 82. Plaintiff requests certification of a hybrid class combining the elements of Fed. R. Civ. P. 23(b)(3) for monetary damages and Fed. R. Civ. P. 23(b)(1) and/or 23(b)(2) for equitable relief.

#### **INTENT**

83. All acts of Defendants described within were done intentionally and purposefully with a goal towards maximizing their profits and gain at the expense of Plaintiff, the Class, and the Subclass.

#### FIRST CAUSE OF ACTION Nevada Deceptive Trade Practices Act Nev. Rev. Stat. § 598.0915 et seq. (on behalf of all Class members)

- 84. Plaintiff incorporates by reference each allegation set forth above.
- 85. This claim, which asserts violations of the Nevada Deceptive Trade Practices Act (the "NDTPA"), Nev. Rev. Stat. § 598.0915 *et seq.* and Nev. Rev. Stat. § 41.600(1), is asserted against each of the Defendants based on their conduct described above.
- 86. Plaintiff, each of the members of the Class, and each of the Defendants are "persons," within the meaning of sections 598.0915 and 598.0923 of the NDTPA.
- 87. Plaintiff and the members of the Class are "victim[s] of consumer fraud" within the meaning of Nev. Rev. Stat. § 41.600(1).
- 88. PPV packages purchased are goods, commodities, and/or services within the meaning of NDTPA. Federal and state statutes classify paid cable

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27 28 broadcasts as a "programming service." See, e.g., 47 U.S.C.A. § 522; 47 C.F.R. § 76.5(ff).

- 89. The conduct of Defendants, as alleged herein, constitutes unlawful practices that occurred in connection with the sale and or advertisement of goods and services, within the meaning of the NDTPA.
- Defendants' deceptive omissions, concealment, and suppression of 90. material fact, as described within, violated the NDTPA by:
  - Representing that goods or services for sale or lease were of a a. particular standard, quality, or grade, or that such goods were of a particular style or model, despite knowing that such goods or services were of another standard, quality, grade, style, or model, Nev. Rev. Stat. § 598.0915(7);
  - Advertising goods or services for sale or lease with intent not b. to supply reasonably expectable public demand, unless the advertisement discloses a limitation of quantity, Nev. Rev. Stat. § 598.0915(10);
  - Failing to make delivery of goods or services for sale or lease c. within a reasonable time or to make a refund for the goods or services, if he or she allows refunds, Nev. Rev. Stat. § 598.092(4); and
  - d. Knowingly failing to disclose a material fact in connection with the sale or lease of goods or services, Nev. Rev. Stat. § 598.0923(2).
- 91. As described herein, Defendants violated these provisions of NDTPA by engaging in unfair or deceptive acts or practices in the conduct of any trade or commerce.
- Defendants sold PPV packages of the Fight to Plaintiff and the Class 92. when they knew or should have known that their broadcast systems had a finite AMENDED COMPLAINT

AMENDED COMPLAINT

capacity and that selling excessive packages would cause the system to crash and overload so that Class members would be periodically shut out of the broadcast and denied the ability to see the complete broadcast of the Fight.

- 93. Instead of being upfront with consumers about its underpowered service, Defendants caused a likelihood of confusion and misunderstanding as to the source and quality of the HD video consumers would see on fight night. Defendants misrepresented the quality and grade of video consumers would see using its platforms and app, and knowingly failed to disclose that their system was defective with respect to the amount of bandwidth available and that Defendants' service would materially fail to conform to the quality of HD video Defendants promised.
- 94. Despite the foregoing, PPV packages continued to be sold up until the opening bell of the Fight, overloading the system and causing outages. In turn, Plaintiff and the Class could not view the entire Fight broadcast and were denied the benefit of their bargains and incurred other losses and injuries.
  - 95. Defendants violated the NDTPA in at least the following respects:
    - a. Through common omissions of material fact, Defendants represented that the viewerships sold for the Fight (the PPV) had characteristics, ingredients, and benefits which they do not have;
    - b. Through common omissions of material fact, Defendants represented that the viewerships sold for the Fight (the PPV) were of a particular standard, quality or grade when they were of another;
    - Through common omissions of material fact, Defendants advertised the PPV viewerships for the Fight with intent not to sell them as advertised; and
    - d. Through common omissions of material fact, Defendants

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represented that the PPV viewerships for the Fight were supplied in accordance with previous representations when they were not.

- 96. Defendants knew, or should have known, that its omissions of facts about system capacities and overload risks were material to reasonable consumers like those in the Class. Had Class members been advised that the Defendants' systems risked overloading and crashing they would have taken different action, such as watching the Fight through alternative means available; not purchasing the Fight for the high price charged; or demanding in advance that Defendants limit total PPV sales to a manageable number that would not cause the system to overload.
- By way of the foregoing, Defendants deprived Plaintiff and members of the Class the benefit of their bargain.
- 98. Defendants' acts and practices alleged herein were intended to and did result in the sale of pay-per-view orders in violation of the NDTPA, which Defendants' benefitted financially from.
- At all relevant times herein, Defendants had a duty to disclose 99. material facts to the Class, including those regarding the limitations of their systems and limited ability to deliver PPV packages in the volumes at issue.
- 100. Facts regarding the limitations of Defendants' systems and limited ability to deliver PPV packages in the volumes at issue were within the exclusive control of Defendants and unable to be otherwise acquired by the Plaintiff and the members of the Class prior to the commencement of the Fight by reasonable means, yet were intentionally withheld and concealed by Defendants so as not to disrupt sales.
- 101. Even after Class members started to complain and report problems with the PPV download and outages on August 26, 2017, but before the commencement of the main event bout between Mayweather and McGregor,

Defendants continued to sell even more PPV packages for Defendants' financial gain, without disclosure, but making the overload problem worse and increasing the risk that Class members would be unable to view the Fight.

- 102. Defendants knew that reasonable consumers, like those in the Class, would want to know about the outage and overload problem when deciding whether or not to the purchase the PPV of the Fight from Defendants at the high price advertised. By concealing and suppressing that information, Defendants denied consumers in the Class the ability to make a rational and informed purchasing decision as to the purchase of the PPV package of the Fight from Defendants. By the time Class members learned facts regarding the outages and overloads, and that the Fight could not be viewed on Defendants' platforms, it was largely too late the main bout had started.
- 103. Plaintiff and members of the Class relied on Defendants' conduct and omissions, to the extent one can reasonable rely on statements omitted, concealed, and not otherwise made.
- 104. Defendants were in a position to communicate the concealed facts to Plaintiff and the Class, through their various platforms, social media and the like, but failed to prior to the start of the Fight.
- 105. As a direct result of Defendants' actions and omissions of material facts, Plaintiff and Class members did not obtain the value of the goods, merchandise, and/or services for which they paid; were induced to make purchases that they otherwise would not have; lost their ability to make an informed and reasoned purchasing decision; and/or to demand and receive a refund before the Fight.
- 106. By way of the foregoing, Defendants have engaged in the knowing concealment, suppression, and omission of material facts with intent that others act upon such concealment, suppression, and omission, in connection with the sale or advertisement of any merchandise. Through their uniform concealment

and suppression of material facts, Defendants engaged in deceptive conduct which created a likelihood of confusion or misunderstanding on the part of the Plaintiff and Class members.

- 107. The NDTPA is, by its express terms, a cumulative remedy, such that remedies under its provisions can be awarded in addition to those provided under separate statutory schemes and/or common law remedies, such as those alleged in the other Counts of this Amended Complaint.
- 108. Under the NDPTA and Nev. Rev. Stat. § 41.600(1), Plaintiff and members of the Class have standing to pursue this claim because they suffered an ascertainable loss resulting from Defendants' conduct and are victims of consumer fraud.
- 109. As a direct and proximate cause of Defendants' omissions, which constitute deceptive trade practices and/or consumer fraud, as herein alleged, Plaintiff and Class members have been damaged and suffered ascertainable losses measured by the cost of the pay-per-view showing, and other out-of-pocket expenses, thereby entitling them to recover compensatory damages, restitution, disgorgement, refunds of moneys, interest, treble damages, punitive damages, reasonable attorneys' fees, filing fees, and the costs of prosecuting this class action, as well as any and all other relief that may be available at law or equity.
- 110. The provision of sporadic refunds of the \$99.95 PPV purchase price, or in part, to certain limited member(s) of the Class does not fully compensate those Class members for their total losses, nor does it relieve Defendants of their liability to the Class. Any such relief is incomplete and is not accepted in full satisfaction of these claims.
- 111. Notice to Class members describing the problem, along with refunds and other monetary relief should be provided to Plaintiff and all Class members.

112. Based on the foregoing, Plaintiff and all Class members are entitled to damages, declaratory and injunctive relief, and well as all other relief deemed just and equitable in the circumstances and as allowable by law.

# SECOND CAUSE OF ACTION Violation of the California Legal Remedies Act Cal. Civ. Code § 1750, et seq. (on behalf of the California Subclass only)

- 113. Plaintiff incorporates by reference each allegation set forth above.
- 114. This cause of action is asserted in the alternative to the First Cause of Action only.
- 115. This cause of action is brought pursuant to the Consumers Legal Remedies Act, California Civil Code § 1750, *et seq.* (the "CLRA") because Defendants' actions and conduct described herein constitute transactions that have resulted in the sale or lease of goods or services to consumers.
- 116. Plaintiff and each member of the California Subclass are consumers as defined by California Civil Code § 1761(d).
- 117. PPV packages purchased are goods and services within the meaning of Civil Code § 1761(a). Federal and state statutes classify paid cable broadcasts as a "programming service." *See, e.g.*, 47 U.S.C.A. § 522 and (6); 47 C.F.R. § 76.5 (ff); Cal. Pub. Util. Code § 5830 (c); Cal. Bus. & Prof. Code § 22770; Cal. Gov't Code § 53088.6.
- 118. Defendants sold PPV packages of the Fight to Plaintiff and the California Subclass when they knew or should have known that their broadcast systems had a finite capacity and that selling excessive packages would cause the system to crash and overload so that California Subclass members would be periodically shut out of the broadcast and denied the ability to see the complete broadcast of the Fight.
- 119. Instead of being upfront with consumers about its underpowered service, Defendants caused a likelihood of confusion and misunderstanding as to

the source and quality of the HD video consumers would see on fight night. Defendants misrepresented the quality and grade of video consumers would see using its platforms and app, and knowingly failed to disclose that their system was defective with respect to the amount of bandwidth available and that Defendants' service would materially fail to conform to the quality of HD video Defendants promised.

- 120. Despite the foregoing, PPV packages continued to be sold up until the opening bell, overloading the system and causing outages. In turn, Plaintiff and the California Subclass could not view the entire Fight broadcast and were denied the benefit of their bargain.
  - 121. Defendants violated the CLRA in at least the following respects:
    - a. in violation of § 1770(a)(5) and through common omissions of material fact, Defendants represented that the viewerships sold for the Fight (the PPV) had characteristics, ingredients, and benefits which they do not have;
    - b. in violation of § 1770(a)(7) and through common omissions of material fact, Defendants represented that the viewerships sold for the Fight (the PPV) were of a particular standard, quality or grade when they were of another;
    - c. in violation of §1770(a)(9) and through common omissions of material fact, Defendants advertised the PPV viewerships for the Fight with intent not to sell them as advertised; and
    - d. in violation of §1770(a)(16) and through common omissions of material fact, Defendants represented that the PPV viewerships for the Fight were supplied in accordance with previous representations when they were not.
- 122. Defendants knew, or should have known, that its omissions of facts about system capacities and overload risks were material to reasonable consumers

like those in the California Subclass. Had California Subclass members been advised that the Defendants' systems risked overloading and crashing they would have taken different action, such as watching the Fight through alternative means available; not purchasing the Fight for the high price charged; or demanding in advance that Defendant limit total PPV sales to a manageable number that would not cause the system to overload.

- 123. The provision of sporadic refunds of the \$99.95 PPV purchase price, or in part, to certain limited member(s) of the Subclass does not fully compensate the California Subclass or those Class members for their total losses, nor relieve Defendants of their liability to the California Subclass. Any such relief is incomplete and is not accepted in full satisfaction of these claims.
- 124. Notice to California Subclass members describing the problem, along with refunds and other monetary relief should be provided to Plaintiff and all California Subclass members.
- 125. Based on the foregoing, Plaintiff and all California Subclass members are entitled to declaratory relief, disgorgement, and restitution of Defendants' revenues associated with their conduct, or such portion of those revenues as the Court may find equitable.
- 126. Plaintiff has complied with Cal. Civ. Code § 1782(a) by notifying Defendants in writing, by certified mail, of the violations alleged herein and demanded that Defendants remedy those violations. If Defendants fail to rectify problems detailed above and give notice to all affected consumers within 30 days of the date of written notice pursuant to Cal. Civ. Code § 1782, Plaintiff will amend this complaint to add claims for actual, punitive, and statutory damages pursuant to the CLRA.

THIRD CAUSE OF ACTION Violation of the Unfair Competition Law Cal. Bus. & Prof. Code § 17200 et seq.

#### (on behalf of the California Subclass only)

- 127. Plaintiff incorporates by reference each paragraph set forth above.
- 128. This cause of action is asserted in the alternative to the First Cause of Action only.
- 129. Actions for relief under the Unfair Competition Law, Bus & Prof. Code §17200 *et seq.* ("UCL") may be based on any business act or practice that falls within the broad definition of the UCL. Such violations of the UCL occur as a result of unlawful, unfair or fraudulent business acts and practices.
  - 130. The UCL prohibits any "unfair...business act or practice."
- 131. In order to satisfy the "unfair" prong of the UCL, a consumer must show that the injury: (1) is substantial; (2) is not outweighed by any countervailing benefits to consumers or competition; and, (3) is not one that consumers themselves could reasonably have avoided.
- 132. Defendants' acts, omissions, misrepresentations, and practices as alleged herein constitute "unfair" business acts and practices within the meaning of the UCL in that its conduct is substantially injurious to consumers, offends public policy, and is immoral, unethical, oppressive, and unscrupulous as the gravity of the conduct outweighs any alleged benefits attributable to such conduct. There were reasonably available alternatives to further Defendants' legitimate business interests other than the conduct described herein.
- 133. Here, Defendants' conduct has caused injury to Plaintiff and members of the California Subclass. Plaintiff and members of the California Subclass have suffered injury in fact due to Defendants' unilateral decision to suppress and withhold highly material information about their PPV broadcast capacity so as to induce consumers to purchase the Fight. Thus, Defendants' conduct has caused substantial injury to Plaintiff and members of the California Subclass.

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- 134. Moreover, Defendants' conduct as alleged herein solely benefits Defendants while providing no benefit of any kind to any consumer. Such deception utilized by Defendants convinced Plaintiff and members of the California Subclass that the money paid for the PPV of the Fight was reasonable fair market value, when in fact Defendants knew that they were selling an inferior product. Thus, the injury suffered by Plaintiff and the members of the California Subclass is not outweighed by any countervailing benefits to consumers.
- 135. Finally, the injury suffered by Plaintiff and members of the California Subclass is not an injury that these consumers could reasonably have avoided. After Defendants falsely represented, withheld, and suppressed information pertaining to the Fight and limited broadcast/download capacity, Defendants continued to encourage consumers to purchase the Fight for the high PPV price charged. These consumers suffered injury in fact due to Defendants' charging of high rates, for such an inferior product, which was rendered inferior by Defendants' own material omissions. As such, Defendants took advantage of their position of perceived power and exclusive knowledge in order to deceive Plaintiff and the California Subclass members to purchase the PPV of the Fight in such high quantities. Therefore, the injury suffered by Plaintiff and members of the California Subclass is not an injury which these consumers could reasonably have avoided. Plaintiff reserves the right to allege further conduct which constitutes other unfair business acts or practices. Such conduct is ongoing and continues to this date.
- 136. Based on the foregoing, Defendant's conduct has violated the "unfair" prong of California Business & Professions Code § 17200.
- 137. California Business & Professions Code § 17200 also prohibits any "fraudulent...business act or practice."
- 138. In order to prevail under the "fraudulent" prong of the UCL, a consumer must allege that the fraudulent business practice was likely to deceive

members of the public. The test for "fraud" as contemplated by the UCL is whether the public is likely to be deceived. Unlike common law fraud, a § 17200 violation can be established even if no one was actually deceived, relied upon the fraudulent practice, or sustained any damage.

- 139. Here, not only were Plaintiff and the California Subclass members likely to be deceived, but these consumers were actually deceived by Defendants. Such deception is evidenced by the fact that Defendants failed to disclose their PPV broadcast/download capacity limitations, a fact that would have been material to any reasonably minded consumer, including Plaintiff, in their determination of whether to purchase the PPV of the Fight on Defendants' platforms, and at what price. Plaintiff's reliance upon Defendants' deceptive omissions is reasonable due to the unequal bargaining powers and knowledge of Defendants and Plaintiff. For the same reason, it is likely that Defendants' fraudulent business practice would deceive other members of the public.
- 140. Based on the foregoing, Defendants' conduct has violated the "fraudulent" prong of California Business & Professions Code § 17200.
- 141. California Business and Professions Code § 17200, et seq. also prohibits "any unlawful...business act or practice."
- 142. As explained above and below with respect to the CLRA claim, Defendants deceived Plaintiff and other California Subclass members by actively concealing the PPV broadcast/download capacity limitations, which caused the system to overload and crash, and rendered the complete PPV broadcast inaccessible to Plaintiff and the California Subclass.
- 143. These omissions by Defendants are therefore an "unlawful" business practice or act under Business and Professions Code §17200, *et seq*.
- 144. Defendants' systematic and widespread breach of contract is also an unlawful business practice.

145. Every aspect and reasonable interpretation of Defendants					
advertisement and promotion of the PPV of the Fight was that if consumers paid					
the \$99.95 price for the PPV they would receive and be able to view					
uninterrupted, without doubt, the complete Fight broadcast. Defendants' inability					
to ultimately provide the California Subclass a complete and uninterrupted PPV					
broadcast of the Fight was not due to unforeseen circumstances or an act of					
nature, but instead from greed - namely, Defendants' desire to keep selling more					
and more and more PPV's, stretching the download capacity of the system to the					
brink and beyond, pushing revenue to record levels, irrespective of the risks they					
were creating insofar as being unable to deliver what they sold to the California					
Subclass					

146. The provision of sporadic refunds of the \$99.95 PPV purchase price, or in part, to certain limited member(s) of the California Subclass does not fully compensate the California Subclass or those Class members for their total losses, nor relieve Defendants of their liability to the California Subclass. Any such relief is incomplete and is not accepted in full satisfaction of these claims.

147. Defendants used false advertising, marketing, and misrepresentations to induce Plaintiff and California Subclass members to purchase the PPV broadcast of the Fight. Had Defendants not falsely advertised, marketed, or misrepresented the ability to deliver the PPV broadcast of the Fight, Plaintiff and California Subclass members would not have purchased the Fight on Defendants' platforms. Defendants' conduct, therefore, caused and continues to cause economic harm to Plaintiff and California Subclass members.

## FOURTH CAUSE OF ACTION Breach of Contract (on behalf of all Class Members)

148. Plaintiff incorporates by reference each allegation set forth above.

- Plaintiff and each Class member entered into a contract with Defendants and/or their agents.
- Plaintiff and each Class member paid the common price demanded (approximately \$99.95), in exchange for a license to view the PPV of the Fight.
- 151. Plaintiff and each Class member paid the demanded price in exchange for a fully operational and complete PPV broadcast of the entire Fight program (the main card and all undercards), not a partial, intermittent, delayed, or otherwise incomplete broadcast.
- 152. Defendants failed to provide a complete broadcast of the Fight to Plaintiff and other members of the Class, depriving them of the benefit of their bargain.
- Defendants breached their contracts with Plaintiff and the Class, causing injury, harm, and financial loss, as described further herein.
- 154. The provision of sporadic refunds of the \$99.95 PPV purchase price, or in part, to certain limited member(s) of the Class does not fully compensate the Class or those Class members for their total losses, nor relieve Defendants of their liability to the Class. Any such relief is incomplete and is not accepted in full satisfaction of these claims.
- 155. Notice to Class members describing the problem, along with refunds and other monetary relief should be provided to Plaintiff and all Class members.
- 156. As a result of the foregoing, damages and other appropriate relief are due to Plaintiff and the Class, including refunds of the amounts paid for the PPV.

#### FIFTH CAUSE OF ACTION Unjust Enrichment/Money Had and Received (on behalf of all Class Members)

- 157. Plaintiff incorporates by reference each allegation set forth above.
- 158. Through the above described acts and conduct, Defendants received money, directly or indirectly, from Plaintiff and the Class which in equity and good conscious they cannot and should not retain.
- 159. Through the above described acts and conduct, Defendants have been unjustly enriched at the expense of Plaintiff and the Class.
  - 160. Defendants' continued retention of these sums is unjust.
- 161. Based on the foregoing, Defendants should be required to disgorge all such profits, and provide restitution and/or damages as may be available at law or equity.

## SIXTH CAUSE OF ACTION Breach of Implied Warranty of Merchantability (on behalf of all Class Members)

- 162. Plaintiff incorporates by reference each allegation set forth above.
- 163. Plaintiff and Class members purchased PPV broadcast package and paid money directly to Defendants. Plaintiff and the Class were the intended end users and intended and foreseeable viewers/users of the PPV packages sold. Alternatively, Plaintiff and the Class were intended third party beneficiaries of the PPV packages sold.
- 164. Through the above conduct, Defendants breached the implied warranty of merchantability with respect to the PPV broadcast packages sold.
- 165. The PPV broadcast packages sold were intended and expected to operate so that all purchasers, including Plaintiff and the Class, would be able to easily download, start, and view the entire broadcast of the Fight without interruption or delay.

- 166. The PPV broadcast packages sold to Plaintiff and the Class failed to so operate and permit Plaintiff and the Class to view the entire Fight broadcast without interruption. Through such conduct, Defendants violated the implied warranty of merchantability related to the PPV broadcasts sold to Plaintiff and the Class.
- 167. As a result of the foregoing, Plaintiff and the Class were denied the benefit of their bargains, were injured, and suffered financial loss.
- 168. As a result of the foregoing, actual damages, consequential/special damages, and other appropriate relief are due to Plaintiff and the Class, including but not limited to, refunds of the amounts paid for the PPV.

#### PRAYER FOR RELIEF

WHEREFORE, Plaintiff and the Class members pray for judgment as follows:

- A. Certifying the Class and Subclass as requested herein pursuant to Fed. R. Civ. P. 23(a), 23(b)(9), 23(b)(2), and 23(b)(3), appointing Plaintiff as the Class and Subclass representative and the undersigned counsel as Class and Subclass counsel;
- B. Restitution of the funds obtained by Defendants from the Class and Subclass, directly or indirectly;
- C. Disgorgement of the funds obtained by Defendants from the Class and Subclass, directly or indirectly;
- D. Any and all damages on the breach of contract claim, consumer protection law claims, and any other claim where and to the extent such relief is permitted by law;
- E. Any and all consequential damages on any claim where and to the extent such relief is permitted by law;

1	F.	For notice to the C	Class describing the problem and their ability to	
2		secure refunds and	other relief, all costs of such to be paid by	
3		Defendants;		
4	G.	All reasonable and	necessary attorneys' fees and costs provided by	
5		statute, common law	, equity, or the Court's inherent power;	
6	H.	For equitable and de	eclaratory relief; and,	
7	I.	Any and all other relief that this Court deems just and proper at law or		
8		equity.		
9				
10			Respectfully submitted,	
11			LIPSON, NEILSON, COLE, SELTZER & GARIN, P.C.	
12 13	Dated: Se	ptember 27, 2017	/s/David A. Markman	
14			/s/ David A. Markman David A. Markman (Nevada Bar No. 12440) E-mail: dmarkman@lipsonneilson.com 9900 Covington Cross Dr., Suite 120 Las Vegas, Nevada 89144 (702) 382-1500 Telephone (702) 382-1512 Facsimile	
15			Las Vegas, Nevada 89144	
16			(702) 382-1500 Telephone (702) 382-1512 Facsimile	
17			Caleb Marker (Pro Hac Vice Pending)	
18			ZIMMERMAN REED LLP E-mail: <u>caleb.marker@zimmreed.com</u>	
19			2381 Rosecrans Avenue, Suite 328 Manhattan Beach, California 90245	
20			(877) 500-8780 Telephone (877) 500-8781 Facsimile	
21				
22			Hart L. Robinovitch (Pro Hac Vice Pending) ZIMMERMAN REED LLP E-mail: <a href="mailto:hart.robinovitch@zimmreed.com">hart.robinovitch@zimmreed.com</a>	
23			14646 N. Kierland Blvd., Suite 145 Scottsdale, Arizona 85254	
24			(480) 348-6400 Telephone (480) 348-6415 Facsimile	
25			Attorneys for Plaintiff	
26				
27				

### UNITED STATES DISTRICT COURT

for the

District of Nevada				
CAMERON PARK, individually, and on behalf of all others similarly situated,	) ) )			
Plaintiff(s)	)			
v.	Civil Action No. 2:17-cv-02282-APG-VCF			
ZUFFA, LLC, NEULION, INC., and DOES 1-100, inclusive,	) ) ) )			
Defendant(s)	)			
SUMMONS IN	NA CIVIL ACTION			
To: (Defendant's name and address) NEULION, INC.  c/o Statutory Agent - Corporate Service Company  251 Little Falls Drive  Wilmington, DE 19808				
A lawsuit has been filed against you.				
Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:  David A. Markman, Esq.  Lipson Neilson Cole Seltzer Garin, P.C.  9900 Covington Cross Dr., Suite 120  Las Vegas, NV 89144  Tel. 702-382-1500				
If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.				
	CLERK OF COURT			
Date:				
	Signature of Clerk or Deputy Clerk			

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Civil Action No. 2:17-cv-02282-APG-VCF

#### PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (l))

	This summons for (nan	ne of individual and title, if any)	Amended Class Action Complaint			
was re	ceived by me on (date)		•			
	☐ I personally served the summons on the individual at (place)					
	on (date) ; or  I left the summons at the individual's residence or usual place of abode with (name) , a person of suitable age and discretion who resides there,					
on (date), and mailed a copy to the individual's last known address; or						
	☐ I served the summons on (name of individual), who designated by law to accept service of process on behalf of (name of organization)					
			on (date)	; or		
	☐ I returned the summ	nons unexecuted because		; or		
	☐ Other ( <i>specify</i> ):					
	My fees are \$	for travel and \$	for services, for a total of \$	0.00		
	I declare under penalty	y of perjury that this informa	ation is true.			
Date:						
			Server's signature			
			Printed name and title			
			Server's address			

Additional information regarding attempted service, etc:

### UNITED STATES DISTRICT COURT

for the

District of Nevada				
CAMERON PARK, individually, and on behalf of all others similarly situated,				
Plaintiff(s)				
v. )	Civil Action No. 2:17-cv-02282-APG-VCF			
ZUFFA, LLC, NEULION, INC., and DOES 1-100, inclusive,				
Defendant(s)				
SUMMONS IN A	CIVIL ACTION			
To: (Defendant's name and address) ZUFFA, LLC c/o Statutory Agent - L&R Service Company of Nevada, LLC - Las Vegas 3993 Howard Hughes Parkway, Suite 600 Las Vegas, NV 89169				
A lawsuit has been filed against you.	A lawsuit has been filed against you.			
Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:  David A. Markman, Esq.  Lipson Neilson Cole Seltzer Garin, P.C.  9900 Covington Cross Dr., Suite 120  Las Vegas, NV 89144  Tel. 702-382-1500				
If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.				
	CLERK OF COURT			
Date:				
<u> </u>	Signature of Clerk or Deputy Clerk			

AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No. 2:17-cv-02282-APG-VCF

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	This summons for (nan	ne of individual and title, if any)	Amended Class Action Complaint			
was re	ceived by me on (date)		•			
	☐ I personally served the summons on the individual at (place)					
	on (date) ; or  I left the summons at the individual's residence or usual place of abode with (name) , a person of suitable age and discretion who resides there,					
on (date), and mailed a copy to the individual's last known address; or						
	☐ I served the summons on (name of individual), who designated by law to accept service of process on behalf of (name of organization)					
			on (date)	; or		
	☐ I returned the summ	nons unexecuted because		; or		
	☐ Other ( <i>specify</i> ):					
	My fees are \$	for travel and \$	for services, for a total of \$	0.00		
	I declare under penalty	y of perjury that this informa	ation is true.			
Date:						
			Server's signature			
			Printed name and title			
			Server's address			

Additional information regarding attempted service, etc: