



(the "IPO"), the follow-on public offering conducted on or about March 10, 2000, of 4,200,000 shares of Quest at \$140 per share (the "Secondary Offering"), and the trading of Quest common stock in the aftermarket from the date of the IPO through December 6, 2000, inclusive (the "Class Period"). The IPO and the Secondary Offering will be, at varying times, collectively referred to hereinafter as the "Offerings."

2. In connection with these Offerings, certain of the underwriters named as Defendants herein (and defined below as the "IPO Underwriter Defendants") participated in a scheme to improperly enrich themselves through the manipulation of the aftermarket trading in Quest common stock following the IPO.

3. In this regard, the IPO Underwriter Defendants created artificial demand for Quest stock by conditioning share allocations in the IPO upon the requirement that customers agree to purchase shares of Quest in the aftermarket and, in some instances, to make those purchases at pre-arranged, escalating prices ("Tie-in Agreements").

4. As part of the scheme, the IPO Underwriter Defendants required their customers to repay a material portion of profits obtained from selling IPO share allocations in the aftermarket through one or more of the following types of transactions: (a) paying inflated brokerage commissions; (b) entering into transactions in otherwise unrelated securities for the primary purpose of generating commissions; and/or (c) purchasing equity offerings underwritten by the IPO Underwriter Defendants, including, but not limited to, secondary (or add-on) offerings that would not be purchased but for the IPO Underwriter Defendants' unlawful scheme alleged herein. (Transactions "(a)" through "(c)" above will be, at varying times, collectively referred to hereinafter as "Undisclosed Compensation").

5. In addition, the IPO Underwriter Defendants' scheme enabled certain of them to further capitalize on the artificial inflation in Quest's stock by underwriting the Secondary Offering and receiving substantial fees in connection therewith -- in fact, the amount of disclosed compensation paid was directly tied to Quest's manipulated stock price.

6. In connection with the IPO, Quest filed with the SEC a registration statement ("IPO Registration Statement") and a prospectus ("IPO Prospectus"). The IPO Registration Statement and IPO Prospectus will be, at varying times, collectively referred to hereinafter as the "IPO Registration Statement/Prospectus." The IPO Registration Statement/Prospectus was declared effective by the SEC on or about August 13, 1999.

7. The IPO Registration Statement/Prospectus was materially false and misleading in that it failed to disclose, among other things further described herein, that the IPO Underwriter Defendants had required Tie-in Agreements in allocating shares in the IPO and would receive Undisclosed Compensation in connection with the IPO.

8. In connection with the Secondary Offering, Quest filed with the SEC a registration statement (the "Secondary Offering Registration Statement") and a prospectus (the "Secondary Offering Prospectus"). The Secondary Offering Registration Statement and the Secondary Offering Prospectus will be, at varying times, collectively referred to hereinafter as the "Secondary Offering Registration Statement/Prospectus." The Secondary Offering Registration Statement/Prospectus was declared effective by the SEC on or about March 10, 2000.

9. The Secondary Offering Registration Statement/Prospectus was materially false and misleading in that it failed to disclose, among other things further described herein, that the price at which the Secondary Offering was sold to the public was artificially inflated and the

product of a manipulated market. Also omitted from disclosure in the Secondary Offering Registration Statement/Prospectus, was the material fact that the demand for the Secondary Offering was artificially inflated. Specifically, customers of the underwriters named as Defendants herein in connection with the Secondary Offering, in order to receive allocations of shares in this IPO and/or other "hot" initial public offerings, were required by these Defendants to purchase shares in the Secondary Offering.

10. As part and parcel of the scheme alleged herein, certain of the underwriters named as Defendants herein also improperly utilized their analysts, who, unbeknownst to investors, were compromised by conflicts of interest, to artificially inflate or maintain the price of Quest stock by issuing favorable recommendations in analyst reports.

11. The Individual Defendants (defined below) not only benefitted from the manipulative and deceptive schemes described herein as a result of their personal holdings of the Issuer's stock, these Defendants also knew of or recklessly disregarded the conduct complained of herein through their participation in the "Road Show" process by which underwriters generate interest in public offerings.

### **JURISDICTION**

12. This Court has jurisdiction over the subject matter of this action pursuant to Section 27 of the Securities Exchange Act of 1934 (the "Exchange Act") (15 U.S.C. § 78aa) and 28 U.S.C. § 1331.

13. Plaintiff brings this action pursuant to Section 10(b) and 20(a) of the Exchange Act as amended (15 U.S.C. §§ 78j(b) and 78t(a)), and Rule 10b-5 promulgated thereunder (17

C.F.R. § 240.10b-5). Venue is proper in this District as many of the material acts and injuries alleged herein occurred within the Southern District of New York.

14. In connection with the acts alleged in the Complaint, Defendants, directly or indirectly, used the means and instrumentalities of interstate commerce, including, but not limited to, the mails, interstate telephone communications and the facilities of the national securities markets.

### **PARTIES**

#### **PLAINTIFF**

15. Plaintiff Ray D. Campbell ("Plaintiff"), purchased or otherwise acquired shares of Quest common stock traceable to the Offerings, in the open market or otherwise during the Class Period, at prices that were artificially inflated by Defendants' conduct and was damaged thereby.

#### **DEFENDANTS**

##### **THE UNDERWRITER DEFENDANTS**

16. Plaintiff hereby incorporates by reference the "Underwriter Defendants" section of the Master Allegations, as if set forth herein at length.

17. The following investment banking firms acted in the following capacities with respect to the Offering and substantially participated in the unlawful conduct alleged herein:

**POSITION**

**NAME OF UNDERWRITER**

LEAD MANAGER

Robertson Stephens (as successor-in-interest BancBoston)

BancBoston

CO-MANAGERS

CSFB (as successor-in-interest to DLJ)

DLJ

CIBC

18. These Defendants will be, at varying times, collectively referred to hereinafter as the "IPO Underwriter Defendants."

19. The following investment banking firms acted in the following capacities with respect to the Secondary Offering and substantially participated in the wrongs alleged herein:

**POSITION**

**NAME OF UNDERWRITER**

LEAD MANAGER

Robertson Stephens (formerly known as FleetBoston)

CO-MANAGERS

CSFB (as successor-in-interest to DLJ)

DLJ

CIBC

20. These Defendants will be, at varying times, collectively referred to hereinafter as the "Secondary Offering Underwriter Defendants." Collectively, the IPO Underwriter Defendants and the Secondary Offering Underwriter Defendants, will be, at varying times, referred to hereinafter as the "Underwriter Defendants."

## **THE ISSUER DEFENDANTS**

### **THE ISSUER**

21. At the time of the IPO, Quest was a California corporation with its principal executive offices located in Irvine, California. Quest is a provider of application and information availability software.

### **THE INDIVIDUAL DEFENDANTS**

22. Defendant Vincent C. Smith ("Smith") served, at the time of the Offerings, as the Issuer's Chief Executive Officer and Chairman of the Board of Directors. Smith signed both the IPO Registration Statement and the Secondary Offering Registration Statement.

23. Defendant David M. Doyle ("Doyle") served, at the time of the Offerings, as the Issuer's President, Secretary, and as a member of its Board of Directors. Doyle signed both the IPO Registration Statement and the Secondary Offering Registration Statement.

24. Defendant John J. Laskey ("Laskey") served, at the time of the Offerings, as the Issuer's Vice President-Finance and Chief Financial Officer. Laskey signed both the IPO Registration Statement and the Secondary Offering Registration Statement.

25. Defendants Smith, Doyle, and Laskey are collectively referred to herein as the "Individual Defendants."

26. The Issuer and the Individual Defendants, will be, at varying times, collectively referred to hereinafter as the "Issuer Defendants."

### **CLASS ACTION ALLEGATIONS**

27. Plaintiff brings this action as a class action pursuant to Rule 23(a) and (b)(3) of the Federal Rules of Civil Procedure on behalf of a class consisting of all persons and entities who

purchased or otherwise acquired the common stock of the Issuer during the Class Period and were damaged thereby (the "Class"). Excluded from the Class are Defendants herein, Defendants' legal counsel, members of the immediate family of the Individual Defendants, any entity in which any of the defendants has a controlling interest, and the legal representatives, heirs, successors or assigns of any of the Defendants.

28. Members of the Class are so numerous that joinder of all members is impracticable.

(a) Millions of shares of common stock were sold in the Offerings, and the stock was actively traded during the Class Period; and

(b) While the exact number of Class members is unknown to the Plaintiff at this time and can only be ascertained through appropriate discovery, Plaintiff believes that there are hundreds, if not thousands, of Class members who purchased or otherwise acquired the Issuer's common stock during the Class Period.

29. Plaintiff's claims are typical of the claims of the other members of the Class.

Plaintiff and other members of the Class have sustained damages because of Defendants' unlawful activities alleged herein. Plaintiff has retained counsel competent and experienced in class and securities litigation and intends to prosecute this action vigorously. The interests of the Class will be fairly and adequately protected by Plaintiff. Plaintiff has no interests that are contrary to or in conflict with those of the Class which Plaintiff seeks to represent.

30. A class action is superior to all other available methods for the fair and efficient adjudication of this controversy. Plaintiff knows of no difficulty to be encountered in the management of this action that would preclude its maintenance as a class action. Furthermore, since the damages suffered by individual members of the Class may be relatively small, the

expense and burden of individual litigation make it economically impracticable for the members of the Class to seek redress individually for the wrongs they have suffered.

31. The names and addresses of the record purchasers of the Issuer's common stock are available from the Issuer, its agents, and the underwriters who sold and distributed the Issuer's common stock in the IPO and Secondary Offering. Notice can be provided to Class members via a combination of published notice and first class mail using techniques and forms of notice similar to those customarily used in class actions arising under the federal securities laws.

32. Common questions of law and fact exist as to all members of the Class and predominate over any questions solely affecting individual members of the Class. Among the questions of law and fact common to the Class are:

- (a) Whether the federal securities laws were violated by defendants' misconduct as alleged herein;
- (b) Whether the IPO Registration Statement/Prospectus omitted and/or misrepresented material facts;
- (c) Whether the Secondary Offering Registration Statement/Prospectus omitted and/or misrepresented material facts;
- (d) Whether Defendants participated in the course of conduct complained of herein;
- (e) Whether, solely with respect to claims brought under the Exchange Act, the Defendants named thereunder acted with scienter; and
- (f) Whether the members of the Class have sustained damages as a result of Defendants' conduct, and the proper measure of such damages.

### **SUBSTANTIVE ALLEGATIONS**

33. Plaintiff hereby incorporates by reference the "Introductory" section of the Master Allegations as if set forth herein at length. Plaintiff also adopts and incorporates herein by reference the allegations set forth in the Master Allegations that specifically relate to each of the Underwriter Defendants as if set forth herein at length.

### **THE IPO**

34. Quest's initial public offering of 4,400,000 shares was priced at \$14.00 on or about August 13, 1999. The sale and distribution of this firm commitment offering was effected by an underwriting syndicate consisting of, among others, the Underwriter Defendants. Additionally, Quest granted the underwriting syndicate an option to purchase 660,000 additional shares at the initial offering price less underwriting discounts and commissions.

35. On the first trading day of the IPO, the price of Quest stock shot up dramatically, trading as high as \$52.75 per share, or more than 276% above the IPO price on substantial volume. This "impressive" debut, however, was not the result of normal market forces; rather, it was the result of Defendants' unlawful practices more fully described herein.

36. The unlawful practices continued during the Class Period as the price of Quest rose dramatically. For example, on March 10, 2000, less than two months before the Secondary Offering, Quest reached a high of \$196.25 per share, a staggering 1301% above the IPO price.

**UNLAWFUL CONDUCT IN CONNECTION WITH THE IPO**

37. Consistent with their conduct in other initial public offerings as set forth in the Master Allegations, the Underwriter Defendants engaged in manipulative and/or other unlawful practices described more fully herein in connection with the Quest Software IPO.

38. Customers of each of the IPO Underwriter Defendants, as a condition to obtaining an allocation of stock in the IPO, were required or induced to enter into Tie-in Agreements and/or pay Undisclosed Compensation.

**THE IPO REGISTRATION STATEMENT/PROSPECTUS  
WAS MATERIALLY FALSE AND MISLEADING**

39. In conducting the IPO, the IPO Underwriter Defendants violated Regulation M promulgated pursuant to the Exchange Act. Rule 101(a) of Regulation M reads as follows:

*Unlawful Activity.* In connection with a distribution of securities, it shall be unlawful for a distribution participant or an affiliated purchaser of such person, directly or indirectly, to bid for, purchase, or attempt to induce any person to bid for or purchase, a covered security during the applicable restricted period.

17 C.F.R § 242.101.

40. As explained by the SEC's Staff Legal Bulletin No. 10, dated August 25, 2000, tie-in agreements violate Regulation M:

**Tie-in agreements are a particularly egregious form of solicited transactions prohibited by Regulation M.** As far back as 1961, the Commission addressed reports that certain dealers participating in distributions of new issues had been making allotments to their customers only if such customers agreed to make some comparable purchase in the open market after the issue was initially sold. The Commission said that such agreements may violate the anti-manipulative provisions of the Exchange Act, particularly Rule 10b-6 (which was replaced by Rules 101 and 102 of Regulation M)

under the Exchange Act, and may violate other provisions of the federal laws.

**Solicitations and tie-in agreements for aftermarket purchases are manipulative because they undermine the integrity of the market as an independent pricing mechanism for the offered security.** Solicitations for aftermarket purchases give purchasers in the offering the impression that there is a scarcity of the offered securities. This can stimulate demand and support the pricing of the offering. Moreover, traders in the aftermarket will not know that the aftermarket demand, which may appear to validate the offering price, has been stimulated by the distribution participants. Underwriters have an incentive to artificially influence aftermarket activity because they have underwritten the risk of the offering, and a poor aftermarket performance could result in reputational and subsequent financial loss. (Emphasis added).

41. In particular, the IPO Registration Statement/Prospectus stated:

**Stabilization:**

The Representatives have advised us that, pursuant to Regulation M under the Securities Act, certain persons participating in this offering may engage in transactions, including stabilizing bids, syndicate covering transactions or the imposition of penalty bids, that may have the effect of stabilizing or maintaining the market price of the common stock at a level above that which might otherwise prevail in the open market. A "stabilizing bid" is a bid for or the purchase of the common stock on behalf of the underwriters for the purpose of fixing or maintaining the price of the common stock. A "syndicate covering transaction" is the bid for or the purchase of the common stock on behalf of the underwriters to reduce a short position incurred by the underwriters in connection with this offering. A "penalty bid" is an arrangement permitting the Representatives to reclaim the selling concession otherwise accruing to an underwriter or syndicate member in connection with this offering if the common stock originally sold by such underwriter or syndicate member is purchased by the Representatives in a syndicate covering transaction and has therefore not been effectively placed by such underwriter or syndicate member. The Representatives have advised us that such transactions may be effected on the Nasdaq National Market or otherwise and, if commenced, may be discontinued at any time.

42. The statements contained in the previous paragraph were materially false and misleading because the IPO Underwriter Defendants required customers to commit to Tie-in

Agreements and created the false appearance of demand for the stock at prices in excess of the IPO price and in violation of Regulation M. At no time did the IPO Registration Statement/Prospectus disclose that the IPO Underwriter Defendants would require their customers seeking to purchase IPO shares to engage in transactions causing the market price of Quest common stock to rise, in transactions that cannot be characterized as stabilizing transactions, over-allotment transactions, syndicate covering transactions or penalty bids.

43. Because the Undisclosed Compensation was, in reality, underwriter compensation, it was required to be disclosed in the IPO Registration Statement/Prospectus. As Regulation S-K, Item 508 (e) provides:

Underwriter's Compensation. Provide a table that sets out the nature of the compensation and the amount of discounts and commissions to be paid to the underwriter for each security and in total. The table must show the separate amounts to be paid by the company and the selling shareholders. **In addition, include in the table all other items considered by the National Association of Securities Dealers to be underwriting compensation for purposes of that Association's Rules of Fair Practice.** (Emphasis added).

44. The NASD specifically addresses what constitutes underwriting compensation in NASD Conduct Rule 2710(c)(2)(B) (formerly Article III, Section 44 of the Association's Rules of Fair Practice):

**For purposes of determining the amount of underwriting compensation, all items of value received or to be received from any source** by the underwriter and related persons which are deemed to be in connection with or related to the distribution of the public offering as determined pursuant to subparagraphs (3) and (4) below shall be included. (Emphasis added).

45. NASD Conduct Rule 2710(c)(2)(c) specifically requires:

If the underwriting compensation includes items of compensation in addition to the commission or discount disclosed on the cover page of the prospectus or similar document, a footnote to the offering proceeds table on the cover of the prospectus or similar document

shall include a cross-reference to the section on underwriting or distribution arrangements.

46. Contrary to applicable law, the IPO Registration Statement/Prospectus did not set forth, by footnote or otherwise, the Undisclosed Compensation.

47. Instead, the IPO Registration Statement/Prospectus misleadingly stated that the underwriting syndicate would receive as compensation an underwriting discount of \$0.98 per share, or a total of \$4,312,000, based on the spread between the per share proceeds to Quest (\$13.02) and the Offering price to the public (\$14.00 per share). This disclosure was materially false and misleading as it misrepresented underwriting compensation by failing to include Undisclosed Compensation.

48. In addition, the IPO Registration Statement/Prospectus stated:

We have been advised by the Representatives that the underwriters propose to offer the shares of common stock to the public at the initial public offering price set forth on the cover page of this prospectus [\$14.00] and to certain dealers at such price less a concession. . .

49. The IPO Registration Statement/Prospectus was materially false and misleading in that in order to receive share allocations from the IPO Underwriter Defendants in the Quest IPO, customers were required to pay an amount in excess of the IPO price in the form of Undisclosed Compensation and/or Tie-in Agreements.

50. NASD Conduct Rule 2330(f) further prohibits an underwriter from sharing directly or indirectly in the profits in any account of a customer:

[N]o member or person associated with a member shall share directly or indirectly in the profits or losses in any account of a customer carried by the member or any other member.

51. The IPO Underwriter Defendants' scheme was dependent upon customers obtaining substantial profits by selling share allocations from the IPO and paying a material portion of such profits to the IPO Underwriter Defendants. In this regard, the IPO Underwriter Defendants shared in their customers' profits in violation of NASD Conduct Rule 2330(f).

52. The failure to disclose the IPO Underwriter Defendants' unlawful profit-sharing arrangement as described herein, rendered the IPO Registration Statement/Prospectus materially false and misleading.

53. NASD Conduct Rule 2440 governs Fair Prices and Commissions and, in relevant part, provides that a member:

shall not charge his customer more than a fair commission or service charge, taking into consideration all relevant circumstances, including market conditions with respect to such security at the time of the transaction, the expense of executing the order and the value of any service he may have rendered by reason of his experience in and knowledge of such security and market therefor.

54. Guideline IM-2440 of the NASD states, in relevant part:

It shall be deemed a violation of . . . Rule 2440 for a member to enter into any transaction with a customer in any security at any price not reasonably related to the current market price of the security or to charge a commission which is not reasonable. . . . A mark-up of 5% or even less may be considered unfair or unreasonable under the 5% policy.

55. The IPO Registration Statement/Prospectus was materially false and misleading due to its failure to disclose the material fact that the IPO Underwriter Defendants were charging customers commissions that were unfair, unreasonable, and excessive as consideration for receiving allocations of shares in the IPO.

## **MARKET MANIPULATION THROUGH THE USE OF ANALYSTS**

56. As demonstrated in the "Use of Analysts" section of the Master Allegations, in furtherance of their manipulative scheme, IPO Underwriter Defendants Robertson Stephens (BancBoston), CSFB (DLJ) and CIBC improperly used their analysts, who suffered from conflicts of interest, to issue glowing research reports and positive recommendations at or about the expiration of the "quiet period" so as to manipulate the Issuer's aftermarket stock price.

57. On September 8, 1999, just after the expiration of the "quiet period" with respect to the Quest IPO, Defendants Robertson Stephens (BancBoston) and CIBC each initiated analyst coverage with a "Buy" recommendation. Approximately two weeks later, on September 27, 1999, Defendants CSFB (DLJ) initiated analyst coverage with a "Buy" recommendation.

## **UNLAWFUL CONDUCT IN CONNECTION WITH THE SECONDARY OFFERING**

58. Consistent with their conduct in other secondary (or add-on) offerings as set forth herein, the Secondary Offering Underwriter Defendants engaged in unlawful practices described more fully herein in connection with the Secondary Offering.

59. For example, customers of CSFB (DLJ) and Robertson Stephens (FleetBoston), in order to receive an allocation of stock in otherwise unrelated initial public offerings, were required to purchase shares in the Quest Secondary Offering.

## **THE SECONDARY OFFERING**

60. On or about March 10, 2000, an additional 4,200,000 shares of Quest were sold in the Secondary Offering at \$140.00 per share (a dramatic 900% premium above the \$14.00 per share IPO price) pursuant to the materially false and misleading Secondary Offering Registration Statement/Prospectus.

61. The Secondary Offering Registration Statement/Prospectus stated that "[o]n March 9, 2000, the last reported sale price for our common stock on the Nasdaq National Market was \$143.25 per share." This statement was materially false and misleading in that it failed to disclose that the stock's market price and the price at which the Secondary Offering was sold to the public were artificially inflated and the product of a manipulated market. As set forth above, the IPO Underwriter Defendants had required customers to agree to Tie-in Agreements and/or pay Undisclosed Compensation, thereby artificially inflating the price of Quest's common stock in the aftermarket.

62. Also omitted from disclosure in the Secondary Offering Registration Statement/Prospectus was the material fact that demand for the Secondary Offering was artificially inflated. As set forth herein, customers of certain Underwriter Defendants were required to make purchases of shares in the Secondary Offering in order to receive allocations of shares in the Quest IPO and/or other "hot" initial public offerings underwritten by such defendants.

63. As demonstrated in the "Use of the Analysts" section of the Master Allegations, in furtherance of their manipulative scheme, Defendants Robertson Stephens (FleetBoston) and CSFB (DLJ) improperly used their analysts to help support the market following the Secondary Offering.

64. For example, in the weeks and months following the Secondary Offering, on April 26, 2000, Robertson Stephens (FleetBoston) reiterated its "Buy" rating. In addition, on May 3, 2000 CSFB (DLJ) reiterated its "Buy" recommendation and issued a 12-month target price of \$170.00 per share. Quest common stock had closed trading on May 2, 2000 at \$87.75 per share.

On July 11, 2000, CSFB (DLJ) again reiterated its "Buy" recommendation and maintained the 12-month target price of \$170.00 per share. Quest common stock had closed trading on July 10, 2000, at \$109.75 per share. (The price targets and closing prices given do not reflect a 2-for-1 split of Quest stock executed on April 3, 2000.) These price targets were materially false and misleading as they were based upon manipulated prices.

### **THE END OF THE CLASS PERIOD**

65. On December 6, 2000, The Wall Street Journal published an article concerning an investigation of various improper initial public offering practices.

### **DEFENDANTS' UNLAWFUL CONDUCT ARTIFICIALLY INFLATED THE PRICE OF THE ISSUER'S STOCK**

66. Defendants' conduct alleged herein had the effect of inflating the price of the Issuer's common stock above the price that would have otherwise prevailed in a fair and open market throughout the Class Period.

### **VIOLATIONS OF THE EXCHANGE ACT**

#### **APPLICABILITY OF PRESUMPTION OF RELIANCE: FRAUD-ON-THE-MARKET DOCTRINE**

67. Plaintiff will rely, in part, upon the presumption of reliance established by the fraud-on-the-market doctrine in that:

(a) Defendants named under Claims brought pursuant to the Exchange Act made public misrepresentations or failed to disclose material facts during the Class Period regarding the Issuer as alleged herein;

(b) The omissions and misrepresentations were material;

(c) Following the IPO and continuing throughout the Class Period, the Issuer's stock was traded on a developed national stock exchange, namely the NASDAQ National Market, which is an open and efficient market;

(d) The Issuer filed periodic reports with the SEC;

(e) The Issuer was followed by numerous securities analysts;

(f) The market rapidly assimilated information about the Issuer which was publicly available and communicated by the foregoing means and that information was promptly reflected in the price of the Issuer's common stock; and

(g) The misrepresentations and omissions and the manipulative conduct alleged herein would tend to induce a reasonable investor to misjudge the value of the Issuer's common stock.

#### **EXCHANGE ACT CLAIMS - THE UNDERWRITER DEFENDANTS**

##### **THE UNDERWRITER DEFENDANTS ACTED WITH SCIENTER**

68. As alleged herein, the Underwriter Defendants acted with scienter in that they: (a) knowingly or recklessly engaged in acts and practices and a course of conduct which had the effect of artificially inflating the price of the Issuer's common stock in the aftermarket; (b) knowingly or recklessly disregarded that the IPO Registration Statement/Prospectus as set forth herein was materially false and misleading; (c) knowingly or recklessly disregarded that the Secondary Offering Registration Statement/Prospectus as set forth herein was materially false and misleading; and/or (d) knowingly or recklessly misused their analysts in connection with analyst reports.

69. In addition, each of the Underwriter Defendants violated the federal securities laws as they sold the Issuer's shares in and/or after the Offerings and/or recommended the Issuer's stock while in possession of material, non-public information, which they failed to disclose.

70. As evidenced by the public statements of CSFB published by The Wall Street Journal on or about June 29, 2001, the practices employed by the IPO Underwriter Defendants in connection with public offerings complained of herein, were widespread throughout the financial underwriting community. In this regard, CSFB, which recently settled regulatory claims of misconduct concerning its initial public offering allocation practices, stated during the pendency of the government's investigation, "[w]e continue to believe our [initial public offering] allocation policies are consistent with those employed by others in the industry."

71. The Underwriter Defendants knew from their direct participation in the manipulation of the IPO, or recklessly disregarded as a result of their experience with other manipulated offerings as set forth in the "Matrix" section of the Master Allegations, that the manipulations alleged herein were taking place with respect to the IPO and were not disclosed in the Registration Statements or Prospectuses issued in connection with the Offerings or elsewhere during the Class Period.

72. As required by NASD Conduct Rule 3010(c), each of the IPO Underwriter Defendants had in place compliance procedures so as to better inform itself whether it was acting in the unlawful manner alleged herein.

73. Senior management of each of the IPO Underwriter Defendants had regular access to and received timely written reports tracking the account activity of each of its customers. By comparing the ratio of brokerage firm commission income per account with the

amount of dollars invested by such account that received allocations of shares in the IPO, senior management knew, or was reckless in not knowing, that such commissions were disproportionately high relative to that customer's total investment and imposed on management a duty of inquiry as is customary in the industry. Such inquiry would have revealed the illegal practices described herein. Any failure to conduct such inquiry was, at the very least, reckless and further demonstrates that the IPO Underwriter Defendants knew or recklessly disregarded the misconduct alleged herein.

74. Certain of the Underwriter Defendants also had the motive and opportunity to engage in the wrongful conduct described herein for the following reasons, among others:

(a) Such conduct increased the likelihood that the Issuer would retain certain of the IPO Underwriter Defendants to undertake future investment banking services such as public offerings of equity or debt securities, financial consulting, and possible future acquisitions, thus permitting the IPO Underwriter Defendants to receive additional fees in connection with those services. Specifically in this regard, Robertson Stephens (FleetBoston), CSFB (DLJ) and CIBC were retained to underwrite Quest's Secondary Offering. Whereas the underwriters received \$4,312,000 in disclosed compensation in connection with the IPO, the Secondary Offering resulted in more than 6 times that amount with disclosed underwriter compensation of \$26,460,000 reported. (See also "Additional Investment Banking Business" section of the Master Allegations).

(b) Such conduct increased the likelihood of attracting the business of new issuers for the underwriting of initial and secondary public offerings, as well as debt and convertible offerings, and related investment banking fees, while simultaneously sustaining and/or

enhancing their reputations as investment banks. (See "Attracting New Investment Banking Clients" section of the Master Allegations).

(c) The Undisclosed Compensation of the Underwriter Defendants was directly proportional to the amount of the aftermarket price increase achieved by the manipulative scheme as their customers were required to pay a percentage of their profits. The larger the profits, the greater the payment. (See "Maximizing Undisclosed Compensation" section of the Master Allegations).

(d) Certain of the Underwriter Defendants' analysts were motivated to and did issue favorable recommendations for companies they covered because their compensation was, at least in part, tied to the amount of investment banking fees received by their respective firms in connection with financial services provided to such companies. (See "Analyst Compensation" section of the Master Allegations).

(e) Certain of the IPO Underwriter Defendants' analysts were further motivated to and did issue favorable recommendations because they personally owned pre-IPO stock in companies they were recommending. (See "Personal Investments of Analysts" section of the Master Allegations).

### **FIRST CLAIM**

#### **(FOR VIOLATIONS OF SECTION 10(b) AND RULE 10b-5 THEREUNDER AGAINST THE IPO UNDERWRITER DEFENDANTS BASED UPON DECEPTIVE AND MANIPULATIVE PRACTICES IN CONNECTION WITH THE IPO)**

75. Plaintiff repeats and realleges the allegations set forth above as though fully set forth herein at length except for Claims brought pursuant to the Securities Act.

76. This Claim is brought pursuant to Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder, on behalf of Plaintiff and other members of the Class against the IPO Underwriter Defendants. This Claim is based upon the deceptive and manipulative practices of the IPO Underwriter Defendants.

77. During the Class Period, the IPO Underwriter Defendants carried out a plan, scheme and course of conduct which was intended to and, throughout the Class Period, did: (a) deceive the investing public, including Plaintiff and other members of the Class by means of material misstatements and omissions, as alleged herein; (b) artificially inflate and maintain the market price and trading volume of the Issuer's common stock; and (c) induce Plaintiff and other members of the Class to purchase or otherwise acquire the Issuer's common stock at artificially inflated prices. In furtherance of this unlawful scheme, plan and course of conduct, the IPO Underwriter Defendants took the actions set forth herein.

78. The IPO Underwriter Defendants employed devices, schemes, and artifices to defraud and/or engaged in acts, practices and a course of business which operated as a fraud and deceit upon the Plaintiff and other members of the Class in an effort to inflate and artificially maintain high market prices for the Issuer's common stock in violation of Section 10(b) of the Exchange Act and Rule 10b-5. The IPO Underwriter Defendants are sued as primary participants in the unlawful conduct charged herein.

79. The IPO Underwriter Defendants, individually and in concert, directly and indirectly, by the use of means or instrumentalities of interstate commerce and/or of the mails, engaged and participated in a continuous course of conduct to conceal their unlawful practices

and course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class.

80. The IPO Underwriter Defendants had actual knowledge of or recklessly disregarded the existence of the Tie-in Agreements, the requirement that customers pay Undisclosed Compensation and the manipulations alleged herein.

81. Each of the IPO Underwriter Defendants held itself out as an NASD member and was required to observe high standards of commercial honor and just and equitable principles of trade (NASD Conduct Rule 2110). The IPO Underwriter Defendants owed to Plaintiff and other members of the Class the duty to conduct the IPO and the trading of the Issuer's common stock in a fair, efficient and unmanipulated manner.

82. By virtue of the foregoing, the IPO Underwriter Defendants violated Section 10(b) of the Exchange Act and Rule 10b-5.

83. As a result of the manipulative conduct set forth herein, Plaintiff and other members of the Class purchased or otherwise acquired the Issuer's common stock during the Class Period at artificially inflated prices and were damaged thereby.

### **SECOND CLAIM**

#### **(FOR VIOLATIONS OF SECTION 10(b) AND RULE 10b-5 THEREUNDER AGAINST THE SECONDARY OFFERING UNDERWRITER DEFENDANTS BASED UPON DECEPTIVE PRACTICES IN CONNECTION WITH THE SECONDARY OFFERING)**

84. Plaintiff repeats and realleges the allegations set forth above as though fully set forth herein at length except for Claims brought pursuant to the Securities Act.

85. This Claim is brought pursuant to Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder, on behalf of Plaintiff and other members of the Class who

purchased or otherwise acquired the Issuer's common stock in or after the Secondary Offering against the Secondary Offering Underwriter Defendants. This Claim is based upon the deceptive practices of the Secondary Offering Underwriter Defendants.

86. The Secondary Offering Underwriter Defendants carried out a plan, scheme and course of conduct which was intended to and did: (a) deceive the investing public, including Plaintiff and other members of the Class by means of material misstatements and omissions, as alleged herein; (b) artificially inflate and maintain the market price and trading volume of the Issuer's common stock; and (c) induce Plaintiff and other members of the Class to purchase or otherwise acquire the Issuer's common stock at artificially inflated prices. In furtherance of this unlawful scheme, plan and course of conduct, the Secondary Offering Underwriter Defendants took the actions set forth herein.

87. The Secondary Offering Underwriter Defendants employed devices, schemes, and artifices to defraud and/or engaged in acts, practices and a course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class in an effort to artificially inflate and maintain high market prices for the Issuer's common stock in violation of Section 10(b) of the Exchange Act and Rule 10b-5. The Secondary Offering Underwriter Defendants are sued as primary participants in the unlawful conduct charged herein.

88. The Secondary Offering Underwriter Defendants, individually and in concert, directly and indirectly, by the use of means or instrumentalities of interstate commerce and/or of the mails, engaged and participated in a continuous course of conduct to conceal their unlawful practices and course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class.

89. The Secondary Offering Underwriter Defendants had actual knowledge of or recklessly disregarded the material fact that demand for the Secondary Offering was artificially inflated, due, in large part, to the requirement of these defendants that customers could only obtain allocations in hot initial public offerings by purchasing shares in the Secondary Offering.

90. Each of the Secondary Offering Underwriter Defendants held itself out as an NASD member and was required to observe high standards of commercial honor and just and equitable principles of trade (NASD Conduct Rule 2110). The Secondary Offering Underwriter Defendants owed to Plaintiff and other members of the Class the duty to conduct the Secondary Offering and the trading of the Issuer's common stock in a fair, efficient and unmanipulated manner.

91. By virtue of the foregoing, the Secondary Offering Underwriter Defendants violated Section 10(b) of the Exchange Act and Rule 10b-5.

92. As a result of the deceptive conduct set forth herein, Plaintiff and other members of the Class purchased or otherwise acquired the Issuer's common stock during the Class Period without knowledge of the fraud alleged herein at artificially inflated prices and were damaged thereby.

### **THIRD CLAIM**

#### **(FOR VIOLATIONS OF SECTION 10(b) AND RULE 10b-5 THEREUNDER AGAINST THE UNDERWRITER DEFENDANTS BASED UPON MATERIALLY FALSE AND MISLEADING STATEMENTS AND OMISSIONS OF MATERIAL FACTS)**

93. Plaintiff repeats and realleges the allegations set forth above as though fully set forth herein at length except for Claims brought pursuant to the Securities Act.

94. This Claim is brought pursuant to Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder, on behalf of Plaintiff and other members of the Class who purchased or otherwise acquired the Issuer's common stock during the Class Period against the Underwriter Defendants. This Claim is based upon materially false and misleading statements and omissions of material facts.

95. Each of the Underwriter Defendants: (a) employed devices, schemes, and artifices to defraud; (b) made untrue statements of material fact and/or omitted to state material facts necessary to make the statements not misleading; and (c) engaged in acts, practices and a course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class in violation of Section 10(b) of the Exchange Act and Rule 10b-5.

96. During the Class Period, the Underwriter Defendants: (a) deceived the investing public, including Plaintiff and other members of the Class, as alleged herein; (b) artificially inflated and maintained the market price of and demand for the Issuer's common stock; and (c) induced Plaintiff and other members of Class to purchase or otherwise acquire the Issuer's stock at artificially inflated prices. In furtherance of this unlawful course of conduct, the Underwriter Defendants took the actions set forth herein.

97. The Underwriter Defendants, directly and indirectly, by the use of means or instrumentalities of interstate commerce and/or of the mails, engaged and participated in a continuous course of conduct to conceal material information as set forth more particularly herein, and engaged in transactions, practices and a course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class.

98. The Underwriter Defendants, either directly or through their designated representatives, prepared and reviewed the IPO Registration Statement/Prospectus and/or the Secondary Offering Registration Statement/Prospectus for those Offerings in which they served as underwriters. In addition, the Underwriter Defendants had access to drafts of said documents prior to their filing with the SEC and the dissemination to the public.

99. The material misrepresentations and/or omissions were made knowingly or recklessly and for the purpose and effect of, *inter alia*: (a) securing and concealing the Tie-in Agreements; (b) securing and concealing the Undisclosed Compensation; (c) concealing that the price and demand for the Secondary Offering was artificially inflated; and/or (d) concealing that certain of the Underwriter Defendants and their analysts who reported on the Issuer's stock had material conflicts of interest.

100. As a result of making affirmative statements in the IPO Registration Statement/Prospectus, the Secondary Offering Registration Statement/Prospectus or otherwise, or participating in the making of such affirmative statements, the Underwriter Defendants had a duty to speak fully and truthfully regarding such representations and to promptly disseminate any other information necessary to make the statements made, in the light of the circumstances in which they were made, not misleading.

101. The Underwriter Defendants also had a duty to disclose the material, non-public information complained of herein or to abstain from selling the Issuer's common stock in the IPO, the Secondary Offering, and/or trading or recommending the Issuer's stock in the aftermarket while in possession of such information.

102. By reason of the foregoing, the Underwriter Defendants violated Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder.

103. As a result of the dissemination of materially false and misleading information described above, Plaintiff and other members of the Class purchased or otherwise acquired the Issuer's common stock during the Class Period without knowledge of the fraud alleged herein at artificially inflated prices and were damaged thereby.

**EXCHANGE ACT CLAIMS - THE ISSUER DEFENDANTS**

**THE ISSUER DEFENDANTS ACTED WITH SCIENTER**

104. As alleged herein, the Issuer Defendants acted with scienter in that they: (a) knowingly or recklessly engaged in acts and practices and a course of conduct which had the effect of artificially inflating the price of the Issuer's common stock in the aftermarket; (b) knowingly or recklessly disregarded that the IPO Registration Statement/Prospectus as set forth herein was materially false and misleading; (c) knowingly or recklessly disregarded that the Secondary Offering Registration Statement/Prospectus as set forth herein was materially false and misleading; and/or (d) knowingly or recklessly disregarded the misconduct of the Underwriter Defendants alleged herein.

105. The Issuer Defendants had numerous interactions and contacts with the IPO Underwriter Defendants prior to the IPO from which they knew or recklessly disregarded that the manipulative and deceptive scheme described herein had taken place.

106. In this regard, the IPO Underwriter Defendants provided detailed presentations to the Issuer Defendants regarding the registration process leading up to the IPO and the expected price performance in aftermarket trading based upon previous companies taken public by these

underwriters. In addition, the IPO Underwriter Defendants explained the process by which the Issuer Defendants could utilize the Issuer's publicly traded stock as currency in stock based acquisitions, the analyst coverage they would provide for the Issuer upon the successful completion of the IPO and the effect that such positive coverage would have on the aftermarket price of the Issuer's stock. Such presentation also included a discussion of the potential for secondary or add-on offerings.

107. Once the Issuer Defendants had determined to retain the IPO Underwriter Defendants with respect to the Issuer's initial public offering, the Issuer Defendants worked closely with the IPO Underwriter Defendants in preparing the IPO Registration Statement/Prospectus, as well as generating interest in the IPO by speaking with various, but selected groups of investors.

108. During the course of these presentations, known as "Road Shows", the Issuer Defendants learned of or recklessly disregarded the misconduct described herein. In this regard, the Chief Executive Officer, the Chief Financial Officer and/or other high-ranking Issuer employees worked side by side with representatives of the IPO Underwriter Defendants while visiting with several potential investors in a given city on a daily basis over a two to three week period to promote interest in the IPO. These presentations were all scheduled by and attended by representatives of the IPO Underwriter Defendants.

109. As a result of the close interaction between the Issuer Defendants and the IPO Underwriter Defendants, the Issuer Defendants learned of, became aware of or recklessly disregarded the misconduct described herein. (See "Issuer Defendants" section of the Master Allegations).

110. The Issuer Defendants also had the motive and opportunity to engage in the wrongful conduct described herein for, among others, the following reasons:

(a) The Individual Defendants beneficially owned or controlled substantial amounts of the Issuer's common stock. For example, at the time of the IPO, Defendant Smith had beneficial ownership of 18,233,499 shares of Issuer stock and Defendant Doyle had beneficial ownership of 7,397,100 shares. These holdings, which were purchased or otherwise acquired at prices below the IPO price, substantially increased in value as a result of the misconduct alleged herein.

(b) The Individual Defendants were motivated by the fact that the artificially inflated price of the Issuer's shares in the aftermarket would enable Individual Defendants to sell personal holdings in the Issuer's securities at artificially inflated prices in the aftermarket or otherwise. In fact, on March 10, 2000, the Issuer effected a Secondary Offering at \$140 per share which was ten times the IPO price of 7 months before. The Issuer sold approximately 2 million shares netting approximately \$254 million in proceeds. In addition, the Issuer Defendants sold Issuer securities at artificially inflated prices in the aftermarket as follows: Defendant Smith sold over 1.7 million shares between April 2000 and December 2001 at prices as high as \$133.70 per share, generating net proceeds in excess of \$114 million (including the sale of at least 70,000 shares in the Secondary Offering, netting more than \$9.3 million); Defendant Doyle sold over 1.4 million shares between August 2000 and December 2001 at prices as high as \$133.70, generating net proceeds in excess of \$88 million (including the sale of almost 400,000 shares pursuant to the Secondary Offering, netting more than \$50 million); Defendant Laskey sold thousands of shares and/or exercised Issuer stock options between March 2000 and November 2000 at prices as high

as \$133.70, generating net proceeds of over \$11.9 million (including the sale of 36,000 shares pursuant to the Secondary Offering, netting over \$4.8 million).

(c) The Issuer Defendants were further motivated by the fact that the Issuer's artificially inflated stock price could be utilized as currency in negotiating and/or consummating stock-based acquisitions after the IPO. Indeed, the Issuer Defendants acquired at least nine companies in the period following the IPO, utilizing Issuer stock as currency in at least four of these acquisitions as follows: the December 2000, acquisition of MBR Technologies for approximately 93,400 shares of Issuer stock and a cash component; the January 2000 Foglight Software, Inc. acquisition for approximately 1.3 million shares of Issuer stock; the April 2000 acquisition of MessageWise, Inc. for stock and cash totaling approximately \$12 million; and the June 2000 acquisition of Fastlane Technologies, Inc for approximately 1.125 million shares of Issuer stock and a cash component.

#### **FOURTH CLAIM**

#### **(FOR VIOLATIONS OF SECTION 10(b) AND RULE 10b-5 THEREUNDER AGAINST THE ISSUER DEFENDANTS BASED UPON MATERIALLY FALSE AND MISLEADING STATEMENTS AND OMISSIONS OF MATERIAL FACTS)**

111. Plaintiff repeats and realleges the allegations set forth above as though fully set forth herein at length except for Claims brought pursuant to the Securities Act.

112. This Claim is brought pursuant to Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder, on behalf of Plaintiff and other members of the Class against the Issuer and the Individual Defendants. This Claim is based upon materially false and misleading statements and omissions of material facts made by the Issuer and the Individual Defendants during the Class Period.

113. The Issuer and the Individual Defendants: (a) employed devices, schemes, and artifices to defraud; (b) made untrue statements of material fact and/or omitted to state material facts necessary to make the statements not misleading; and (c) engaged in acts, practices and a course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class in violation of Section 10(b) of the Exchange Act and Rule 10b-5.

114. During the Class Period, the Issuer and the Individual Defendants carried out a plan, scheme and course of conduct which was intended to and, throughout the Class Period, did: (a) deceive the investing public, including Plaintiff and other members of the Class, as alleged herein; (b) artificially inflate and maintain the market price of and demand for the Issuer's common stock; and (c) induce Plaintiff and other members of the Class to acquire the Issuer's common stock at artificially inflated prices. In furtherance of this unlawful course of conduct, the Issuer and the Individual Defendants took the actions set forth herein.

115. The Issuer and the Individual Defendants, directly and indirectly, by the use of means or instrumentalities of interstate commerce and/or of the mails, engaged and participated in a continuous course of conduct to conceal material information as set forth more particularly herein, and engaged in transactions, practices and a course of business which operated as a fraud and deceit upon Plaintiff and other members of the Class.

116. The Issuer and the Individual Defendants prepared and reviewed documents alleged to contain the materially false and misleading statements and/or omissions complained of herein. In addition, the Individual Defendants had access to drafts of these documents prior to their filing with the SEC and dissemination to the public.

117. The material misrepresentations and/or omissions were made knowingly or recklessly and for the purpose and effect of concealing that the Underwriter Defendants had engaged in the manipulative and deceptive scheme alleged herein and that the Issuer and the Individual Defendants would benefit financially as a result of said scheme.

118. As a result of making such affirmative statements, or participating in the making of such affirmative statements, the Issuer and the Individual Defendants had a duty to speak fully and truthfully regarding such representations and to promptly disseminate any other information necessary to make the statements made, in the light of the circumstances in which they were made, not misleading.

119. By reason of the foregoing, the Issuer and the Individual Defendants violated Section 10(b) of the Exchange Act and Rule 10b-5 promulgated thereunder.

120. As a result of the dissemination of materially false and misleading information described above, Plaintiff and other members of the Class purchased or otherwise acquired the Issuer's common stock during the Class Period without knowledge of the fraud alleged herein at artificially inflated prices and were damaged thereby.

**FIFTH CLAIM**

**(FOR VIOLATIONS OF SECTION 20(a)  
AGAINST THE INDIVIDUAL DEFENDANTS BASED UPON  
MATERIALLY FALSE AND MISLEADING STATEMENTS  
AND OMISSIONS OF MATERIAL FACTS)**

121. Plaintiff repeats and realleges the allegations set forth above as though fully set forth herein at length except for Claims brought pursuant to the Securities Act.

122. The Individual Defendants acted as controlling persons of the Issuer within the meaning of Section 20(a) of the Exchange Act as alleged herein and culpably participated in the

wrongdoing. By virtue of their high-level positions, and their ownership and contractual rights, participation in and/or awareness of the Issuer's operations and/or intimate knowledge of the underwriting of the IPO, the Individual Defendants had the power to influence and control and did influence and control, directly or indirectly, the decision-making of the Issuer, including the content and dissemination of various documents that contain the materially false and misleading statements and/or omissions complained of herein. The Individual Defendants were provided with or had unlimited access to copies of these documents prior to or shortly after they were filed with the SEC and/or disseminated to the public and had the ability to prevent their filing and/or dissemination or cause the documents to be corrected.

123. Each of these Individual Defendants had direct and supervisory involvement in the day-to-day operations of the Issuer and, therefore, is presumed to have had the power to control or influence the particular transactions giving rise to the securities violations herein, and exercise the same.

124. By virtue of their positions as controlling persons of the Issuer, the Individual Defendants are liable pursuant to Section 20(a) of the Exchange Act. As a direct and proximate result of this wrongful conduct, Plaintiff and other members of the Class were damaged thereby.

#### **PRAYER FOR RELIEF**

**WHEREFORE**, Plaintiff, individually and on behalf of the Class, prays for judgment as follows:

A. Declaring this action to be a class action pursuant to Rule 23(a) and (b)(3) of the Federal Rules of Civil Procedure and certifying Plaintiff as a representative of the Class and counsel as class counsel;

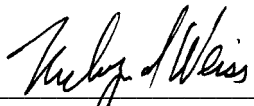
- B. Awarding damages to Plaintiff and the Class;
- C. Awarding Plaintiff and the Class prejudgment and post-judgment interest, as well as reasonable attorneys' and experts' witness fees and other costs;
- D. Awarding such other and further relief as this Court may deem just and proper.

**JURY DEMAND**

Plaintiff demands a trial by jury.

DATED: April 19, 2002

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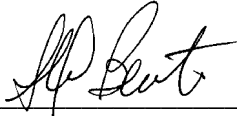
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