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From: alowe@beyerlaw.com [mailto:alowe@beyerlaw.com]

Sent: Tuesday, December 02, 2003 5:44 PM

To: eReference

Subject: E- Patent References - a success!

I would like to comment that I had no trouble downloading the latest version of Java software today and then proceeding without incident to download the two references listed and print them. This has been a very positive experience. I only hope future use will be equally as simple. Thank you Ann Lowe Beyer Weaver & Thomas LLP Customer number 22434