

From: ScottWa@coudert.com
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To: eReference
Subject: e-Patent Reference Feature

Notwithstanding repeated efforts which consumed about two working days, including my technical support staff and repeated calls to the EBC (most of which were not answered and not returned), I have not been able to download a single reference using the e-Patent Reference Feature.

Until the system can be readily installed and used successfully by every practitioner, the office should not adopt e Reference.

Thank you.

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