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From: eigenvalue460@yahoo.com [mailto:eigenvalue460@yahoo.com]

Sent: Monday, January 05, 2004 2:29 PM

To: eReference

Subject: E-Patent Reference

1/5/04

To comment on E-Patent Reference, we tried it but were unsuccessful in getting it to work. First, we were informed that we would have to download Java. The recommended first choice did not work, so we downloaded the second choice. Then, trying again, it turned out that our PAIR connection no longer let us into the private portion, only the public portion. Calls to your help desk did not solve the problem. We were informed that we would now have to get a new profile and that that would take time and was not expected to solve the basic problem, that we had failed to access E-Patent Reference. It seemed to be implied that our Windows 98 system was too out of date, that we would have to upgrade. There were also suggestions that our network was getting in the way, but our PAIR had been working fine in the morning, when we started out on this adventure. From my point of view, your software is not robust enough that we are really ready for E-Patent Reference yet. Please reconsider, and give us the possibility of opting out of this program until it works reliably. Daniel A. Sullivan Jr., Patent Attorney.