

Date: _____

PACER Service Center
P. O. Box 277773
Atlanta, GA 30384

Re: Name on PACER Account _____

PACER Account Number _____

Dear PACER:

The above account is used by this firm in the U.S. District Court for the Eastern District of Missouri. Eastern Missouri began using the Case Management/Electronic Case Filing system (CM/ECF) on October 14, 2003. During the first few days of the system's availability, we experienced difficulties gaining access to our documents through the Notices of Electronic Filing (NEF) generated by the CM/ECF system. Court staff advised us to access our documents by logging in directly to PACER. We were able to view them by doing so, but we believe that we may have been billed for those viewings and thus not accorded our "one free look" through the NEF.

Eastern Missouri has informed us that they will be unable to determine which part of our PACER bill pertains to District CM/ECF utilization. We understand that PACER provides service outside of that system and that our use of those PACER services is such that we owe for those services. As such, we have examined our bill and provide the following information and request:

TOTAL AMOUNT OF PACER BILL

(includes service after the Eastern Missouri "Go Live" date of 10/14/03):

\$ _____

TOTAL AMOUNT of these charges that we, in good faith, request to be discharged due to reliance on instructions from Eastern Missouri regarding inability to view our "one free look" through a Notice of Electronic Filing:

\$ _____

NET TOTAL we believe owed to PACER on this account:

\$ _____

(enclosed)

Please notify us as soon as possible about the status of this request. Thank you for your assistance.

Sincerely,

Signature

Street Address

City/State/Zip