

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 Western District of Missouri. Western Missouri is one of the first two courts in the nation to use the Case Management/Electronic Case Filing system. Court staff continue to work with us but have often instructed attorneys to view documents through the internet when access to the CM/ECF system through the Notice of Electronic Filing was unsuccessful.

We were encouraged to use the system to its full potential and have been assured that we would be informed well in advance when the billing portion of the product was activated. If we had known that we were being billed we may have chosen to tailor our use.

The Western District has informed us that they are 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 which includes service between the dates of 11/15/02 and 1/17/03:

\$ \_\_\_\_\_

TOTAL AMOUNT of these charges that we, in good faith, request to be discharged due to reliance on information from Western Missouri and/or 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,