

PACER SERVICE CENTER

U.S. COURTS - PACER • P.O. BOX 277773 • ATLANTA, GA 30384-7773

June 25, 2001

Dear PACER Subscriber,

This letter is to inform you of two changes to the billing procedures for PACER usage. These changes will be effective in the July 2001 billing statements, which will also have a new look. A sample statement is enclosed.

Changes to PACER billing procedures

1. Users with an outstanding balance of less than \$10 each quarter will no longer receive a statement by mail.
2. Statements will no longer include transaction detail. Transaction detail will be available on the PACER Service Center web site and through a new email delivery service.

The change to billing policy responds to a measure approved by the Judicial Conference of the United States in March 2001 stating that no fee is owed until a user accrues more than \$10 worth of charges in a calendar year. Consequently, if an account does not accrue \$10 worth of usage between January 1st and December 31st each year, all balances will be deleted from our records. This policy change will be effective for the calendar year of 2001, and statements will not be mailed to PACER users whose accounts do not have a balance due of at least \$10. Once the balance due exceeds \$10, a user will receive a statement by mail which includes the current and previous charges.

In addition, the PACER Service Center has established a new email service which will allow users to receive an electronic statement each quarter. The electronic statement will include transaction detail similar to the current statements. You can sign up for this service in the "Account Information" section of the PACER web site (<http://pacer.psc.uscourts.gov>.)

Also enclosed are some answers to questions about these changes. More information is available at the PACER web site or by calling (800) 676-6856 or (210) 301-6440.

Sincerely,

The PACER Service Center

CUSTOMER NUMBER:	JD0000	John C. Doe
BILLING DATE:	04/10/2001	Doe and Doe
BILLING CYCLE:	01/01/01 to 03/31/01	800 676-6856
PAGE:	1	

PAYMENT INSTRUCTIONS

Please do not send cash. We accept checks, money orders, Discover, Visa, Master Card, and American Express. Make checks payable to: **PACER Service Center** and indicate the customer number on your check. For your information, the Pacer Service Center's Federal tax identification number is **74-2747938**. To make payment by credit card, change account information, or view transaction details for this statement, visit the PACER Service Center web site at <http://pacer.psc.uscourts.gov>.

If you believe there is an error on your statement or if you have a question concerning a transaction, please write to PACER Service Center, P.O. Box 277773, Atlanta, GA 30383. All credit requests must be submitted in writing. You may fax your request to the Pacer Service Center at (210)301-6441. In your correspondence provide us with your name, account number, and the dollar amount of the suspected error(s) together with a copy of the portion of the statement in question circling the disputed transactions. Please provide a reason for each credit being requested. When the Pacer Service Center receives your request, you will be contacted by a representative.

We must hear from you no later than **05/17/2001**. If we do not hear from you and your account becomes delinquent, you are subject to having the account disabled. If you have any questions regarding this statement, you may contact the PACER Service Center at (800)676-6856 or (210)301-6440.

ACCOUNT SUMMARY

Dial-Up PACER Billing Rate:	\$.60 / Minute
Dial-Up PACER Total Time:	00:00:00
Dial-Up PACER Charges:	\$0.00
<hr/>	
PACER-Net Billing Rate:	\$.07 / Page
PACER-Net Total Web Pages:	816
PACER-Net Charges:	\$57.12

Previous Balance:	\$0.00
Current Charges:	\$57.12
Total Amount Due:	\$57.12

*Please detach this portion and return with your payment.
Thank you!*

PACER

Public Access to Court Electronic Records

CUSTOMER NUMBER
JD0000

DUE DATE
05/17/2001

AMOUNT DUE
\$57.12

John C. Doe
Doe and Doe
12345 Some Street W
Suite 100
Some City, TX 77001

Mail Payment to :
PACER Service Center
P.O. Box 277773
Atlanta, GA 30384-7773

Will the price of PACER change?

No. The fee continues to be \$.60 per minute for dial-up access or \$.07 per page for web access. Users will not incur both per minute and per page charges for a PACER session.

What if I use both dial-up and web PACER sites during the quarter?

All charges for both dial-up and web PACER sites are included on the same statement. If the balance due is less than \$10 total (including credit balances), then no statement will be mailed and no money is owed at this time. If in a later quarter during the calendar year the amount due exceeds \$10, a statement will be mailed to you.

What if I have a large bill during the first quarter of the calendar year and pay it, then only have minimal usage the rest of the year? Will those fees be waived?

No. The fees will only be waived if the total usage for the entire year remains below \$10. However, the usage fees will not be due until your balance exceeds \$10.

May I continue to receive transaction detail with the statement through the mail?

Transaction detail will not be mailed. Transaction detail will only be provided in an electronic format. It will be available two ways. The first is to download the transactions from the PACER Service Center web site. The transactions will be posted on a monthly basis by the middle of the next month. The transactions can be sorted and totaled by client code at the web site. The second is by a new statement email service offered by the PACER Service Center. You can sign up to receive an email notification with a copy of the statement each quarter. The email can be sent to multiple email addresses and will include transaction detail. The statement received by email will be in PDF format. You will need Adobe Acrobat Reader to view the statement. Adobe Acrobat Reader can be downloaded from www.adobe.com. You can use this service even if you have a balance less than \$10. You will not receive an email if you do not have any PACER usage during the quarter.

How can I pay my statement?

You can pay your statement by check or credit card. Mail your check to the PACER Service Center, P.O. Box 277773, Atlanta, GA 30384-7773. Include your account number on your check. You can pay by credit card at the PACER Service Center web site at <http://pacер.psc.uscourts.gov>.

Can I pay my balance due if it is under \$10?

Yes, but it is recommended that you do not. Refund checks will not be issued for credit balances less than \$10.

Will I receive a refund for balances paid under \$10 that are later waived?

If you pay for usage that does not exceed \$10 in a calendar year, your account charges will still be waived. The amount paid will appear as a credit balance on your account. Refund checks will not be issued for these balances.