



PACER Service Center (PSC)
P.O. Box 780549
San Antonio, TX 78278

CREDIT REQUEST FORM

Phone number: (800) 676-6856 | Fax number: (210) 301-6441 | Email: pacer@psc.uscourts.gov

Complete this form and submit it along with a letter of explanation in support of the credit request. Requests for credit will only be accepted for transactions that have already been billed. You may forward the request and documentation by email, fax, or U.S. mail to the above addresses or fax number. Please allow several weeks for the PACER Service Center to review the request. **Please type or print clearly.**

Transactions that occur in January, February, and March are billed no later than April 10.
Transactions that occur in April, May, and June are billed no later than July 10.
Transactions that occur in July, August, and September are billed no later than October 10.
Transactions that occur in October, November, and December are billed no later than January 10.

Account number: 3282435

Contact: Carl Malamud

Phone number: 707-827-7290

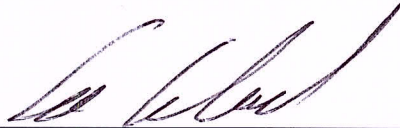
Email address: carl@media.org

Date range of transactions in question: 0315-0315 (MMYY-MMYY)

Amount of credit you are requesting: \$ 0.40

In addition to this form, include the following:

- A detailed explanation in support of the request for credit.
- A list of transactions in question. The transactions can be retrieved from the PACER Service Center home page (www.pacer.gov) through the Manage My Account option.
- A completed refund request form if payment has been made on the account and you are seeking a refund. The form is available on the PACER Service Center home page (www.pacer.gov) through the Resources option located in the Quick Links tab.



Signature

March 12, 2015

Date



PUBLIC.RESOURCE.ORG ~ A Nonprofit Corporation

Public Works for a Better Government

March 12, 2015

PACER Service Center (PSC)
Attn: Dept. of Consistent Billing Errors
P.O. Box 780549
San Antonio, TX 78278

Dear Sir/Madam:

I am writing to you about a pattern of consistently wrong billing errors on the PACER web site and am hereby requesting a refund of \$0.40 (zero dollars and forty cents), for my docket report of 03/06/2015 at 17:50:30 for the search:

1:13-cv-01215-TSC-DAR Starting with document: 84

You charged me \$0.60 for this docket report. The docket report contains a total of 2,433 bytes including the HTML code. Without the HTML code, this report contains 1,025 characters of text.

However, the PACER system has listed this as a charge of \$0.60 in your Detailed Transaction Report:

| 03/06/2015 | | | | | | |
|------------|----------|---|------|---------------|--|--------|
| 03/06/2015 | 17:50:30 | 6 | DCDC | Docket Report | 1:13-cv-01215-TSC-DAR Starting with document: 84 | \$0.60 |

Likewise, the billing statement at the end of the docket report indicates the same charge:

| PACER Service Center | | | |
|----------------------|-----------------------|------------------|--|
| Transaction Receipt | | | |
| 03/06/2015 17:50:30 | | | |
| PACER Login: | carlmalamud:3282435:0 | Client Code: | |
| Description: | Docket Report | Search Criteria: | 1:13-cv-01215-TSC-DAR Starting with document: 84 |
| Billable Pages: | 6 | Cost: | 0.60 |

The PACER user manual, updated September 2014, is very clear that 1 billable page is 4,320 bytes:

Dockets, Case Reports, and Search Results

Docket reports are generated with the number of pages for a docket sheet before the document is reformatted as a webpage.

Billable pages for docket reports, case reports, and search results are calculated using a formula based on the number of bytes extracted (4,320 bytes = 1 billable page).

NOTE: Docket reports are capped at 30 pages; however, use caution when running case reports, as they are not capped at 30 pages.

In the interest of amicably and expeditiously settling this dispute, I hereby swear and affirm that my count of the number of bytes in this letter is true and accurate. I am attaching to this email request the actual HTML downloaded and the text of that page from which I extracted the actual byte count.

I have seen a consistent pattern of billing errors on the PACER system. Does the PACER Service Center have additional reports of such billing errors? Has there been an independent audit of the integrity of the billing system?

Thank you for your prompt attention to this matter.



Carl Malamud
Public.Resource.Org