UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF COLUMBIA

UNITED STATES OF AMERICA, PLAINTIFF, V. MICROSOFT CORPORATION, DEFENDANT.	C.A. NO. 98-1232
STATE OF NEW YORK, ET AL., PLAINTIFFS, V. MICROSOFT CORPORATION, DEFENDANT.	C.A. NO. 98-1223
MICROSOFT CORPORATION, COUNTERCLAIM-PLAINTIFF, V. DENNIS C. VACCO, ET AL., COUNTERCLAIM-DEFENDANTS.	JANUARY 13, 1999 WASHINGTON, D.C.

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TRANSCRIBED DEPOSITION EXCERPTS

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GOVERNMENT EXHIBIT 1468
PENGAD-Bayonne, N. J.

1 (DEPOSITION EXCERPTS OF DONALD HARDWICK.)

2 Q. AROUND THIS TIME, DID COMPAQ EVER

3 REMOVE THE INTERNET EXPLORER AND MSN ICONS FROM

4 WINDOWS?

5 A. YES, THEY DID, ON THEIR CONSUMER

6 MACHINES.

7 Q. IS THAT THE PRESARIO LINE OF MACHINES?

8 A. I BELIEVE THAT'S CORRECT AT THAT TIME.

9 Q. WHEN WAS THAT, IF YOU RECALL?

10 A. I'M TRYING TO REMEMBER THE EXACT DATE.

11 I THINK THAT THERE WAS QUITE A LENGTHY PERIOD OF

12 TIME, ACTUALLY, WHERE THEY HAD DONE THAT. I

13 DON'T REMEMBER THE SPECIFIC DATES, BUT IT WAS

14 TOWARD THE END OF '96, IF I REMEMBER CORRECT

15 (SIC), OR TOWARD THE BEGINNING--THE END OF '95,

16 EXCUSE ME.

17 Q. THAT THEY REMOVED THE MSN?

18 A. YES.

19 Q. WAS IT BOTH THE MSN AND INTERNET

20 EXPLORER?

21 A. YES, IT WAS.

22 (EXCERPT.)

23 Q. IF YOU REMEMBER, DO YOU REMEMBER WHEN

24 YOU FIRST BECAME AWARE OF THE FACT THAT THEY HAD

25 REMOVED THE ICON--

1 A. I DO NOT.

2 Q. DO YOU REMEMBER WHO TOLD YOU FIRST THAT

3 THEY HAD BEEN REMOVED?

4 A. I WOULD HAVE TO GUESS. I DON'T

5 REMEMBER. I'M ASSUMING IT WAS SOMEBODY ON MY

6 TEAM. WE HAD HEARD IT FROM SEVERAL SOURCES AT

7 ONE POINT IN TIME. IT WAS A FAIRLY SIGNIFICANT

8 ISSUE TO US. SO IT CAME FROM SEVERAL DIRECTIONS

9 AT ONCE WHEN WE HEARD ABOUT THIS.

10 Q. WHICH SOURCES ARE YOU REFERRING TO?

11 A. WELL, I MEAN ACCOUNT MANAGERS, PROBABLY

12 FELLOW EMPLOYEES WHO HAD PURCHASED MACHINES THAT

13 HAD NOTICED THAT THIS WAS MISSING.

14 Q. ANYBODY ELSE?

15 A. NOT THAT I RECALL.

16 (EXCERPT.)

17 Q. WHAT EFFECT DOES REMOVING THE ICONS

18 HAVE?

19 A. IT DOES NOT ALLOW THE END USER TO HAVE

20 THAT FUNCTIONALITY READILY AVAILABLE THAT THEY

21 WOULD NORMALLY HAVE WHEN THEY PURCHASE A COPY OF

22 WINDOWS OR WHEN THEY PURCHASE A MACHINE THAT HAS

23 WINDOWS ON IT.

24 (EXCERPT.)

25 Q. YOU SAID THAT THE FUNCTIONALITY IS NOT

1 READILY AVAILABLE. WHAT DO YOU MEAN BY THAT?
2 A. I'M NOT SPEAKING TECHNOLOGICALLY. I'M
3 SPEAKING STRICTLY AS AN END USER TAKING A LOOK AT
4 A SCREEN OR MACHINE AND GETTING A CONSISTENT LOOK
5 AND FEEL FROM ONE MACHINE TO THE NEXT.
6 SO WHAT THEY MAY COME TO EXPECT ON A
7 WINDOWS MACHINE, INDEED, WAS MISSING ON THOSE
8 MACHINES.
9 Q. SO, IF THE END USER WANTED TO USE
10 INTERNET EXPLORER, THEY WOULD NOT BE ABLE TO
11 BECAUSE THE ICON WAS REMOVED?
12 A. I BELIEVE TECHNOLOGICALLY THEY COULD
13 USE IT, BUT IT WOULD BE A DIFFERENT ROUTE TO GET
14 THERE. SO AGAIN, THE FUNCTIONALITY IS DIFFERENT.
15 IT'S NOT CLICKING ON AN ICON ON THE SCREEN AS WE
16 LED, YOU KNOW, THE MASS OF THE PUBLIC TO BELIEVE.
17 Q. WHAT ROUTES WOULD THEY HAVE TAKEN TO
18 GET THERE?
19 A. I'VE FORGOTTEN THE SPECIFIC STEPS, BUT
20 YOU CAN CERTAINLY GO TO THE MACHINE AND FIND THE
21 COMPONENTS THAT HAVE NOT BEEN REMOVED, JUST THE
22 ICON HAS BEEN REMOVED.
23 Q. WOULD THAT BE, SAY, THROUGH THE START
24 MENU OR--
25 A. AGAIN, I MEAN, I'M SURE YOU CAN TALK TO

1 SOME OF OUR TECHNICAL FOLKS. THERE'S PROBABLY
2 MORE THAN ONE ROUTE TO DO THAT, EITHER THROUGH
3 THE START MENU OR THROUGH THE INTERNET--OR EXCUSE
4 ME, THROUGH THE EXPLORER, THE WINDOWS EXPLORER,
5 BUT IT'S MORE CUMBERSOME.
6 AND AGAIN, THE PRODUCT FUNCTIONALITY
7 DOES APPEAR DIFFERENT, AND THE AVERAGE USER MAY
8 NOT BE AWARE OF THOSE ROUTES.
9 Q. DO YOU HAVE ANY UNDERSTANDING AS TO
10 WHETHER AVERAGE--YOU SAID THE AVERAGE USER MAY
11 NOT BE AWARE OF THOSE ROUTES.
12 DO YOU HAVE ANY UNDERSTANDING AS TO HOW
13 MANY USERS ACTUALLY ACCESSED THE CODE WHEN THE
14 ICON WAS REMOVED?
15 A. THAT'S SOMETHING I WOULD HAVE NO
16 KNOWLEDGE OF IT.
17 Q. DO YOU KNOW IF COMPAQ REMOVED THE
18 INTERNET EXPLORER FROM THE START MENU?
19 A. I DON'T REMEMBER. IT'S POSSIBLE. I
20 REALLY DON'T REMEMBER EXACTLY AT THIS POINT IN
21 TIME.
22 (EXCERPT.)
23 Q. WE'RE TALKING ABOUT TWO DIFFERENT
24 THINGS, AND THAT'S THE INTERNET CONNECTION WIZARD
25 AND THE ONLINE SERVICES FOLDER.

1 A. RIGHT.

2 Q. AND I'LL GET TO THE INTERNET CONNECTION

3 WIZARD SOON AND THE FACT THAT OEM'S CAN PLACE

4 WHICHEVER ISP'S, OR WHATEVER YOUR TESTIMONY IS

5 ABOUT THAT, I'LL ASK QUESTIONS ABOUT IT.

6 BUT AS TO THE ONLINE SERVICES FOLDER,

7 ARE OEM'S CURRENTLY PERMITTED TO REMOVE INTERNET

8 EX--OR EXCUSE ME--AOL FROM THE ONLINE SERVICES

9 FOLDER?

10 A. I DO NOT BELIEVE SO.

11 Q. WHY NOT?

12 A. WE PROVIDE THE PRODUCT, AND WE ASK

13 OEM'S TO--OR LICENSED OEM'S TO SHIP IT AS WE

14 PROVIDE IT TO THEM. WHAT THE BUSINESS DECISIONS

15 ARE BEHIND PUTTING THAT IN THERE IS NOT SOMETHING

16 I'VE BEEN PARTICIPATING IN.

17 Q. YOU SAID THAT YOU PROVIDE THE PRODUCT.

18 SO ARE YOU INCLUDING AOL IN THAT DEFINITION?

19 A. THE WAY WE DELIVER THE PRODUCT, IF IT

20 INCLUDES AOL, WOULD BE OUR DISTRIBUTION OF THE

21 PRODUCT, SO YES.

22 (EXCERPT.)

23 Q. LET ME BACK UP AND GO BACK TO THE

24 COMPAQ SITUATION THAT WE WERE TALKING ABOUT IN

25 '95 AND '96.

1 I'M NOW MARKING A LETTER WHICH HAS BEEN
2 LABELED MSV 0004946, AND I'M MARKING IT AS
3 GOVERNMENT EXHIBIT 328.
4 A. OKAY.
5 Q. AND IT'S DATED JUNE 25, '96, AND BEARS
6 YOUR NAME AT THE BOTTOM.
7 A. UH-HUH.
8 Q. DID YOU SEND THIS LETTER TO COMPAQ?
9 A. LET ME READ IT, PLEASE.
10 Q. SURE. TAKE YOUR TIME.
11 A. YES, I SENT THAT LETTER.
12 Q. COULD YOU DESCRIBE THE SUBSTANCE OF
13 THIS LETTER FOR THE RECORD.
14 A. WELL, THIS WAS A CONTINUANCE OF THE
15 DISCUSSION WE HAD THROUGH THE OTHER LETTERS HERE
16 WHERE WE HAD MADE AN OVERTURE TO CELESTE DUNN IN
17 WRITING THAT IF SHE WOULD FIX AND REPLACE THE
18 PRODUCT AS IT WAS ORIGINALLY DISTRIBUTED TO THEM,
19 THAT WE WOULD RESCIND THE NOTICE OF INTENT TO
20 TERMINATE.
21 SHE, IN TURN, DID RESPOND THAT THEY
22 WOULD BE DOING SUCH A THING, AND SO THIS LETTER
23 FORMALIZED THAT COMMENT, AND SAID THIS WAS GREAT,
24 WE WERE LOOKING FORWARD TO GETTING THIS ISSUE
25 BEHIND US.

1 FURTHER, IT SAID WE DIDN'T EXPECT THEM
2 TO DO ANYTHING WITH THE SYSTEMS ALREADY IN THE
3 CHANNEL. WE TRIED TO WORK VERY REASONABLY WITH
4 THEM AND JUST TO ALLOW THEM TO FIX THE PROGRAM
5 GOING FORWARD.
6 (EXCERPT.)
7 Q. AND WE'VE BEEN TALKING ABOUT WHY
8 MICROSOFT WANTED COMPAQ TO REPLACE THE ICONS.
9 A. UH-HUH.
10 Q. AND I BELIEVE THAT YOU'VE TOLD ME THAT
11 CUSTOMERS EXPECT THEM TO BE THERE. MICROSOFT
12 BELIEVED CUSTOMERS EXPECTED THEM TO BE THERE.
13 ARE THERE ANY OTHER REASONS THAT MICROSOFT
14 WANTED--
15 A. THE MOST FUNDAMENTAL REASON WHY WE
16 WANTED THEM BACK IS WE WANTED COMPAQ--AS WE
17 WANTED OTHER OEM PARTNERS--TO ABIDE BY THE
18 LICENSE AGREEMENTS AND SHIP THE PRODUCT IN THE
19 MANNER THAT WE DISTRIBUTED IT TO THEM. SO WE
20 SPEND OUR ENTIRE ENERGIES ON CREATING WHAT WE
21 THINK IS AN EXCELLENT OPERATING SYSTEM, AND WE DO
22 THE BEST WE CAN TO MAKE SURE THAT END USERS ARE
23 AWARE OF THE FUNCTIONALITY AND CAPABILITIES OF
24 THE OPERATING SYSTEM. AND THEREFORE, WHEN WE
25 LICENSE THE PRODUCT, IT'S OUR EXPECTATION THAT

1 THAT'S HOW IT WILL BE DELIVERED.

2 Q. DID THE REMOVAL OF THE ICONS HAVE ANY

3 EFFECT ON THE FUNCTIONING OF THE OPERATING

4 SYSTEM?

5 A. WELL, WE TALKED ABOUT THAT EARLIER.

6 Q. AND WHAT WAS THAT BRIEFLY? I'M SORRY.

7 I'M NOT--

8 A. SHOULD WE READ BACK?

9 Q. NO. I'M TRYING TO FIGURE OUT WHETHER

10 REMOVAL OF ICONS HAD ANY EFFECT ON THE

11 FUNCTIONING OF THE OPERATING SYSTEM. AND IF YOU

12 REMEMBER WHAT YOU SAID, I APOLOGIZE FOR ASKING IT

13 AGAIN, BUT I DON'T.

14 A. IF THE END USER WANTED TO USE INTERNET

15 EXPLORER OR MSN, THEY WOULD HAVE HAD A DIFFICULT

16 TIME OF BEING ABLE TO FIND THE PRODUCT, SO THEY

17 WOULD NOT SEE IT AS THEY MIGHT HAVE EXPECTED.

18 Q. OKAY. THEN I GUESS MY QUESTION SHOULD

19 SHOULD BE--I DO RECALL THAT.

20 I GUESS MY QUESTION SHOULD HAVE BEEN

21 WHETHER THERE WAS ANY OTHER EFFECT.

22 A. THAT I'M NOT AWARE OF. SO THERE MAY

23 HAVE BEEN OTHER TECHNOLOGICAL CHANGES THAT I'M

24 NOT AWARE OF.

25 Q. DID YOU EVER HEAR ANYTHING FROM ANY OF

1 THE SYSTEMS ENERGIES ABOUT THE WINDOWS NOT
2 FUNCTIONING OTHER THAN PEOPLE NOT BEING ABLE TO
3 INVOKE INTERNET EXPLORER AND MSN?
4 A. NOT THAT I REMEMBER.
5 Q. WHERE DID MICROSOFT'S POLICY OF NOT
6 ALLOWING OEM'S TO REMOVE ICONS COME FROM?
7 A. WE DON'T HAVE A POLICY OF NOT ALLOWING
8 OEM'S TO REMOVE ICONS, SO THAT'S NOT SOMETHING
9 I'VE EVER HEARD OF A POLICY.
10 WE HAVE DISTRIBUTION LICENSE AGREEMENTS
11 THAT WE ARE VERY SPECIFIC THAT WE ASK OEM'S TO
12 SHIP THE PRODUCT IN THE MANNER THAT WE PROVIDE IT
13 TO THEM. SO, REMOVING THE ICONS DIFFERS FROM
14 THAT AS WOULD REMOVING ANYTHING ELSE.
15 Q. SURE.
16 ARE THERE ANY ICONS THAT MICROSOFT
17 SHIPS PRE-CONFIGURED WITH WINDOWS THAT OEM'S CAN
18 REMOVE ACCORDING TO THE LICENSE AGREEMENT?
19 A. NOPE.
20 Q. DO YOU HAVE ANY UNDERSTANDING AS TO WHY
21 OEM'S CAN'T REMOVE ANY ICONS?
22 A. SAME ANSWER. WE CREATE WHAT WE THINK
23 IS THE BEST OPERATING SYSTEM. WE GIVE OEM'S A
24 VERY LENGTHY OPPORTUNITY TO BETA TEST AND LOOK AT
25 THESE OPERATING SYSTEMS PRIOR TO DISTRIBUTION,

1 AND SO IF THEY HAVE CONCERNS, THAT WOULD BE THE
2 APPROPRIATE TIME TO SAY THEY SEE THINGS THERE
3 THAT THEY PREFER NOT TO BE IN THERE.
4 (EXCERPT.)
5 Q. AND I BELIEVE THAT YOU TESTIFIED THAT
6 PART OF THE "WINDOWS EXPERIENCE" IS THAT OEM'S
7 CAN'T HAVE ICONS ON THE DESKTOP THAT APPEAR
8 SUBSTANTIALLY DIFFERENT FROM THE MICROSOFT ICONS,
9 THAT IS LARGER OR--
10 A. LET ME SAY WHAT OUR PERSPECTIVE IS. ON
11 THE INITIAL BOOT SEQUENCE AND A CONSISTENT LOOK
12 AND FEEL FOR CONSISTENCY, THE LICENSING AGREEMENT
13 BETWEEN THE TWO COMPANIES IS THAT OTHER ICONS
14 ADDED WILL HAVE THE SAME GENERAL SIZE, SHAPE AND
15 LOOK AS THE OTHER ICONS.
16 Q. WHAT IS THE PURPOSE OF THAT PROVISION?
17 A. I'M SURE THERE'S MORE THAN ONE. BUT I
18 MEAN, JUST LOGICALLY, IT MAKES SENSE TO HAVE KIND
19 OF A MENU SELECTION OF DIFFERENT ICONS VERSUS ONE
20 THAT'S GIANT FLASHING ORANGE VERSUS ANOTHER ONE
21 THAT'S TINY AND KIND OF OBFUSCATE EVERYTHING
22 ELSE.
23 SO AGAIN, IT'S JUST TO MAKE IT EASIER
24 FOR THE END USER TO USE THE PRODUCT.
25 Q. HAVE YOU HAD ANY DISCUSSIONS WITH

1 ANYONE WITHIN MICROSOFT ABOUT THE PURPOSE OF THAT
2 PROVISION?
3 A. YEAH, JUST TO THE EXTENT WE'VE JUST
4 TALKED. I'VE ALSO TALKED TO OEM CUSTOMERS ABOUT
5 IT. IT NEVER APPEARED TO BE A POINT OF
6 CONTENTION, I THINK. EVERYBODY I TALKED TO
7 PRETTY MUCH AGREES THAT MAKES LOGICAL SENSE.
8 Q. WHICH OEM CUSTOMERS HAVE YOU TALKED TO
9 ABOUT IT?
10 A. I'M TRYING TO REMEMBER SPECIFICALLY. I
11 DON'T REMEMBER SPECIFICALLY. I MEAN, I CAN
12 GUESS. I'M SURE I'VE TALK TO MORE THAN ONE.
13 IT'S ALMOST A NONISSUE IS WHY IT DOESN'T STICK IN
14 MY MIND OF WHO AND WHEN I HAD THAT DISCUSSION.
15 Q. IS IT A NONISSUE BECAUSE NO OEM'S HAVE
16 ASKED TO HAVE LARGER, FLASHIER ICONS?
17 A. NONE THAT HAVE EXPERIENCE DIRECTLY HAVE
18 FELT THAT THAT WAS AN IMPORTANT SITUATION.
19 Q. IS THAT BECAUSE OEM'S DON'T WANT TO DO
20 ANYTHING THAT WOULD CAUSE CONFUSION FOR THEIR
21 CUSTOMERS?
22 A. I'M CERTAINLY ASSUMING THAT.
23 Q. AND THEY BEAR THE SUPPORT COSTS IF THE
24 CUSTOMERS DO BECOME CONFUSED?
25 A. YES.

1 Q. IF THE CUSTOMERS CALL THEM AND--
2 A. THAT COULD BE PART OF THEIR MOTIVATION
3 AS WELL. I THINK THEY WANT TO DELIVER A GOOD
4 PRODUCT TO THEIR END USERS EVERY BIT AS MUCH AS
5 WE DO. AND THAT DOESN'T SEEM TO MAKE SENSE TO
6 HAVE SOME BUTTONS OR ICONS THAT LOOK TOTALLY
7 DIFFERENT THAN OTHERS. IT'S NOT INTUITIVE. IT'S
8 NOT EASY TO USE.
9 (EXCERPT.)
10 BY MS. GIULIANELLI:
11 Q. WE WERE TALKING ABOUT PACKARD-BELL AND
12 NAVIGATOR SHELL AND THE NAVIGATOR SHELL.
13 HAS PACKARD-BELL ASKED FOR ANY OTHER
14 EXCEPTION TO THE BOOTUP SEQUENCE?
15 A. AT WHAT POINT IN TIME?
16 Q. EVER.
17 A. WELL, I CAN ONLY SPEAK TO THE PERIOD OF
18 TIME THAT I'VE BEEN WORKING FOR THEM. AND
19 RECENTLY, YES, THEY'VE ASKED FOR SOME CHANGES TO
20 THE BOOTUP SEQUENCE.
21 Q. AND WHAT HAVE THEY ASKED FOR RECENTLY?
22 A. THEY WANTED TO MAKE SOME MODIFICATIONS
23 TO THE USER REGISTRATION PROCESS AND TO THE ISP
24 SIGNUP PROCESS.
25 Q. WHEN WAS THAT? IN THE SPRING OF '98?

1 A. I DON'T REMEMBER THE EXACT DATES.
2 WE'VE BEEN TALKING TO THEM FOR PROBABLY TWO OR
3 THREE MONTHS ABOUT THAT, I THINK.
4 Q. WHAT CHANGES DID PACKARD-BELL WANT TO
5 MAKE TO THE USER REGISTRATION PROCESS?
6 A. THEY WANT TO USE THEIR OWN SOFTWARE
7 VERSUS THE SOFTWARE THAT'S ALREADY PART OF
8 WINDOWS 98 TO DO THAT.
9 Q. DO YOU HAVE ANY UNDERSTANDING AS TO WHY
10 THEY WANT TO USE THEIR OWN SOFTWARE?
11 A. NOT IN HUGE DETAIL. BUT BASICALLY A
12 COUPLE OF THINGS IS THEY WANT TO USE THEIR OWN
13 SOFTWARE BECAUSE THEY WANT TO NOT INCUR COSTS TO
14 HAVE SOMEBODY ELSE DEVELOP A REGISTRATION
15 PROCESS. I THINK THEY ALSO JUST LIKE THE WAY
16 THEIR REGISTRATION IS DONE AND KIND OF FEEL GOOD
17 ABOUT THAT.
18 Q. AND HAS MICROSOFT GRANTED THIS REQUEST
19 AS TO THE USER REGISTRATION PROCESS?
20 A. WE AGREED TO WORK WITH THEM TO LET THEM
21 MODIFY HOW THE PROCESS HAS GONE, NOT TO MODIFY
22 OUR WINDOWS OPERATING SYSTEM, BUT TO ALLOW THEM
23 TO ALSO ADD IN THEIR OWN REGISTRATION PROCESS.
24 Q. WHERE WOULD THEIR REGISTRATION PROCESS
25 APPEAR?

1 A. I DON'T REMEMBER EXACTLY WHEN IT
2 HAPPENS. IT HAPPENS DURING THE REGISTRATION
3 PROCESS.
4 Q. IS THAT SOMEWHERE IN THE BOOTUP
5 SEQUENCE?
6 A. YES, IT IS.
7 Q. AND THEN HOW DOES IT APPEAR TO THE END
8 USER?
9 A. I DON'T KNOW EXACTLY BECAUSE WE'RE
10 STILL WORKING WITH THE PACKARD-BELL ON THAT.
11 RIGHT NOW THEY'VE GOT--THE REGISTRATION SHOWS UP,
12 IT GOES INTO THEIR REGISTRATION PROCESS. IT'S A
13 LITTLE BIT BROKEN FROM OUR PERSPECTIVE AS FAR AS
14 HAVING THE CODE WORK SEAMLESSLY, SO WORK WITH
15 THEM TO GET IT TO A FINAL VERSION NOW.
16 Q. WHEN IT GOES INTO THE PACKARD-BELL
17 REGISTRATION PROCESS, WOULD IT BE A
18 PACKARD-BELL-CREATED INTERFACE?
19 A. AT THIS POINT IN TIME, YES, I BELIEVE
20 SO.
21 Q. AND THAT WOULD BE IN THE BOOTUP
22 SEQUENCE?
23 A. UH-HUH.
24 Q. IS MICROSOFT CONCERNED THAT THAT WILL
25 CAUSE CUSTOMER CONFUSION?

1 A. YES.

2 Q. AND WHY IS MICROSOFT--WHY IS MICROSOFT

3 WORKING WITH PACKARD-BELL TO IMPLEMENT THIS

4 PROCESS?

5 A. WE ARE WORKING WITH THEM TO FIND A WAY

6 TO LET THEM ACCOMMODATE THEIR GOALS AND OUR GOALS

7 OF CONSISTENCY AT THE SAME TIME. SO THEY'VE COME

8 TO US AND SPECIFICALLY REQUESTED THE ABILITY TO

9 DO SOMETHING THAT THEY THINK HELPS THEIR

10 BUSINESS. TO THE EXTENT WE CAN DO THAT AND NOT

11 CAUSE DETRIMENT TO OUR PRODUCT, WE'RE QUITE

12 WILLING TO WORK WITH THEM. THEY'RE OUR VALUED

13 PARTNER.

14 Q. WILL THIS ALTERNATE INTERFACE DURING

15 THE SIGNUP PROCESS CAUSE PACKARD-BELL MACHINES

16 LOADED WITH WINDOWS TO LOOK DIFFERENT THAN

17 MACHINES FROM OTHER OEM'S THAT ARE LOADED WITH

18 WINDOWS?

19 A. DURING THE VERY SPECIFIC REGISTRATION

20 PROCESS, YES, THAT PROCESS COULD LOOK DIFFERENT.

21 BUT AS FAR AS THE ULTIMATE LOOK AND FEEL OF THE

22 PRODUCT, WHEN IT'S DONE WITH ITS BOOT SEQUENCE,

23 NO, IT WILL BE THE SAME.

24 Q. SOME OF THE BOOT SEQUENCE IS DIFFERENT?

25 A. CERTAINLY WITH THE REGISTRATION

1 PROCESS, YES.

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