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8 Q. (BY MS. GIULIANELLI) Why did Gateway
9 request this option of removing Internet Explorer
10 from the desktop?
11 A. Generally we wanted to remove the clutter
12 of the desktop so that it would be an easier to
13 view product when the customer received it. Also
14 we were concerned that if a new user who purchased
15 the system and didn't understand, they might have a
16 different experience if they clicked one icon
17 versus another. We were concerned that the
18 customers would be confused if they had their
19 systems set up with Netscape, for example, and then
20 accidentally clicked on the IE icon and then were
21 presented a different environment.
22 Q. If Gateway's customers did become confused
23 as a result of having both browsers on there, would
24 there have been any costs to Gateway?
25 A. Typically our customers would call us if

1 they're confused and need to understand how to get
2 help working with their system.
3 Q. And this was something Gateway was
4 attempting to avoid?
5 A. We-- We attempt to reduce our support
6 costs however we can.
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