

Ex 4 P.47/4

**SEARS BUSINESS SYSTEMS CENTER**

Sears House  
633 Pennsylvania Ave. N.W.  
Washington D.C. 20001

**CONFIDENTIAL**

December 26, 1991

Lisa Peery  
OEM Sales Assistant  
Digital Research  
2350 Mission College Blvd., Suite 400  
Santa Clara, CA 95054

Dear Ms. Peery:

Congratulations on winning the Navy Lapheld II contract as a Sears team member. I look forward to a long term, mutually beneficial relationship.

One of the issues I'd like to address early in the contract award process is that we standardize on a method of doing business. It is important that communications between companies be clear and open. We need to remove ambiguities and conflicting messages which are a result of verbal instructions more often than written.

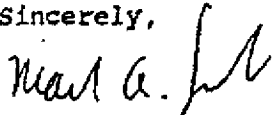
I am thus requesting that we mutually agree to require written instructions regarding change orders or action items.

For example, if Sears wishes to cause an action we must provide the instruction in writing. Conversely, if your firm wishes an action from Sears the method of finalizing the action is in writing.

There are a number of Sears groups working on the Lapheld program. I am thus asking your team to copy me on all correspondence to the Sears team.

Thank you for your attention to this procedural message.

Sincerely,



Mark A. Zelinger  
Manager, Sears Federal Systems Group

cc: Bill Lenahan  
Jonathan Price

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Plaintiff's Exhibit  
5429  
Comes V. Microsoft

PC028710