Abstract: Methods are disclosed for achieving completion of a telephone call by way of an instant communications client (139).
For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.
A. CLASSIFICATION OF SUBJECT MATTER

IPC(7) : G06F 15/16
US CL : 709/204
According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 709/204

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched.

WEST, EAST

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)

FOLD.COM, NPL

C. DOCUMENTS CONSIDERED TO BE RELEVANT

<table>
<thead>
<tr>
<th>Category</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>US 6,175,619 B1 (DESIMONE) 16 January 2001, col. 4-7</td>
<td>1-158</td>
</tr>
</tbody>
</table>

Date of the actual completion of the international search

22 SEPTEMBER 2003

Name and mailing address of the ISA/US Commissioner of Patents and Trademarks

Box PCT
Washington, D.C. 20231

Facsimile No. (703) 806-5250

Date of mailing of the international search report

08 OCT 2003

Authorized officer

SALEH NAJJAR
Telephone No. (703) 806-7658