

# EXHIBIT 31

From:  
To:  
Date:  
Subject: Consumer Alert submitted through OAG Website

Form submitted on Wed Jul 6 02:06:36 2005

Personal Information:  
Mr Cameron Collins

## REDACTED

Where did you hear about us?  
online

URL: [www.abetterinternet.com](http://www.abetterinternet.com)

Complaint:  
Dear Mr. Attorney General,

I am a resident of the state of Missouri. However, I believe a New York based company has made it very difficult to not only do my job, but be on the Internet at all.

The company "abetterinternet.com" has loaded spyware on my computer, and it resides on my pc in several incarnations. Despite my best efforts, I can't get it removed. I am inundated with unwanted popups, icons, and all sorts of other annoying trash. They offer a fake "uninstall" program that does nothing but install more junk.

Your attention to this matter is appreciated.

Thank you,  
Cameron Collins

Submitted: 07/06/2005

**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Mon Oct 17 11:57:07 2005

**Personal Information:**  
Dr Richard Stiverson

**REDACTED**

**Where did you hear about us?**  
online

**URL:** DirectRevenue

**Complaint:**

DirectRevenue installed a program called "A Better Internet" onto my computer without my knowledge or permission. It created a plethora of pop-up ads. I have been able to stop the adds but every few minutes (twice while filling out this form) a Norton security window pops up telling me the spyware program is trying to contact the Internet. I have to "block access" and delete the window umpteen times a day. I am not sophisticated enough to delete this scourge as it requires the ability to safely negotiate ones way through the Registry Editor. It appears the only option I have is to purchase software that can remove it.

Submitted: 10/17/2005

IE FILE #05 - 32519

From:  
To:  
Date:  
Subject: Consumer Alert submitted through OAG Website

Form submitted on Mon Jun 27 12:23:10 2005

Personal Information:  
Mrs Jessica Lewis

**REDACTED**

Where did you hear about us?  
online

URL: Aurora/ABI

**Complaint:**

In reading a blog forum regarding this pest, I too, am infected with this "virus." It just popped up on my computer one day and now will not go away. I never installed anything, nor was I asked to, it seems to have installed itself. It is sucking up my internet connection, as well as our network connection and has cost our organization money in technical consulting fees to try and figure out what happened to our internet connection. Now that we know, hopefully we can get rid of it. But this company should be ashamed of putting junk like this out there.

Submitted: 06/27/2005

IB FILE# 05-34605

**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Wed Sep 21 04:11:23 2005

**Personal Information:**  
Ravi Darbhamulla

**REDACTED**

Where did you hear about us?

URL: Direct Revenue

**Complaint:**

It installed so many pop up ads that I couldnt continue with my work. My system crashed and I lost all my work

Submitted: 09/21/2005

IB FILE #05 - 32617

From:  
To:  
Date:  
Subject: Miscellaneous Tip submitted through OAG Website

Form submitted on Sun Jul 3 09:57:50 2005

Personal Information:  
Dr John Blacklow

## REDACTED

Where did you hear about us?  
online

URL: Direct Revenue, 107 Grand Street, 3rd Floor, NY, NY

Complaint:  
Dear Attorney General's Office,

I have no doubt that under current law, it is a very serious offense for a complete stranger to break and enter someone's private home or office, and to refuse to leave the premises when asked. I am experiencing this now, in an internet version:

Without my consent or even knowledge, Direct Revenue has placed a file on my computer called "A Better Internet", or "ABI", or "Aurora". The most troubling aspect of this is that the file is UNREMOVABLE.

Because of having been quite obviously and unconsciously tricked into downloading this unsolicited file, I now receive pop-up advertisements as often as every few seconds. These constant ads will suddenly appear in a corner of the screen where it is very easy to click on it accidentally as it begins to appear, thereby "tricking" me into going to a new link.

This unwanted program wastes literally hours of my time, and has also slowed down my computer and twice nearly crashed it.

I am contacting your office because I think it's important that the State of New York become aware of the activity of Direct Revenue, in which undoubtedly thousands of peoples' hours are being wasted.

I greatly appreciate anything your office can do about this.

Submitted: 07/03/2005

IB FILE #05 - 33621

**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Wed Aug 17 02:19:06 2005

**Personal Information:**  
Shirley Ehrlich

**REDACTED**

Where did you hear about us?  
online

URL: [www.abetterinternet.com](http://www.abetterinternet.com)

**Complaint:**

This company maliciously and secretly downloaded it's software onto my computer. It pops up ads ALL the time and it cannot be uninstalled the way programs can be uninstalled. It has ruined my computer and I still cannot remove it.

Submitted: 08/17/2005

IB FILE# 05-34615

From:  
To:  
Date:  
Subject: Miscellaneous Tip submitted through OAG Website

Form submitted on Fri Sep 23 04:47:07 2005

Personal Information:  
Ms denise martinez

**REDACTED**

Where did you hear about us?

URL: Direct Revenue LLC

Complaint:

Direct Revenue LLC  
107 Grand St.  
3rd Floor  
New York, NY 10013  
v:646-613-0376  
f:646-613-0386

This malware, worm, whatever, now evolved into "Best Offer" (also known as malware "Aurora") has taken over my computer, constantly interrupting work or research with pop-up after pop-up. I tried contacting them at first, to desist, to give me a way to remove the infestation. Nothing. Have searched the internet and found that this is driving EVERYONE crazy, a widespread nuisance, basically breaking into American's homes and offices, and hijacking our computers and valuable time. No-one has found a way for normal users to remove it.

What can we do? Help! This has to be dealt with at the state or federal level, and there must be a way to fight being taken over like this. It would also seem to be a short step from hijacking MY computer to them taking over military or government machines, and that is REALLY SCARY. Any steps to begin a legal battle against this type of illegal theft of computer space, personal space invasion and time consumption on the horizon?

Submitted: 09/23/2005



**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Wed Jul 6 12:50:44 2005

**Personal Information:**  
Mrs Lynn Speakman

## REDACTED

Where did you hear about us?  
online

URL: aurora - part of the abi network (popups)

**Complaint:**

This spyware was intalled on my computer without my consent. I saw no user end agreement. I have spent hours upon hours - days trying to remove it - to no avail. It totally disrupts my computer usage. The incessant popups - whether I'm online or not make my computer virtually unusable. As an example this morning when I deleted a popup it erased the e-mail I was composing.

Submitted: 07/06/2005

IB FILE #05 - 32953

From:  
To:  
Date:  
Subject: Consumer Alert submitted through OAG Website

Form submitted on Sun Jul 24 09:41:13 2005

Personal Information:  
Mr Nathan Miller

## REDACTED

Where did you hear about us?  
online

URL: DirectRevenue

### Complaint:

I have recently become another victim of DirectRevenue's Software. Without my consent they were able to infect my computer with their malicious adware and I have spent the last week trying in vain to remove it. I am at the point where I am willing to do most anything to get this thing off my computer, short of a full system format and reinstall. I own a small computer retail and repair company and do most of my billing and sales from this computer. DirectRevenue's Software has basically brought my work to a stand still with their constant pop-ups. If there is anything you can do to help in this matter I would be greatly appreciated. These people need to understand that their software as innocent as they claim it to be is dangerous and has far reaching implications.

Submitted: 07/24/2005

IB FILE # 05 - 32808

**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Fri Jul 15 09:06:14 2005

**Personal Information:**  
Mr Derek Juhl

**REDACTED**

Where did you hear about us?

URL: [www.direct-revenue.com](http://www.direct-revenue.com)

**Complaint:**

Direct Revenue installed malware on my computer without my knowledge. This malware changed my registry, causes a barrage of popup ads, and adds unwanted hyperlinks in my browser. Attempts to remove the malware with anti-spyware programs have so far been unsuccessful, because the malware reinstalls itself. Direct Revenue runs the website mypctuneup.com (among others), which supposedly uninstalls its malware, but I will not knowingly download any software from this deceptive and unethical company.

Submitted: 07/15/2005

From:  
To:  
Date:  
Subject: Consumer Alert submitted through OAG Website

Form submitted on Sat Sep 3 05:46:30 2005

Personal Information:  
Ms Stacy Thatcher

**REDACTED**

Where did you hear about us?  
online

URL: ABI Network

Complaint:  
briefly??? This program is on my computer and I can not remove because every time I try it says it can't open the file that will remove it.

It makes pop-ups appear whenever I try to use my browser and I can not stop them from popping up with a pop-up blocker.

It tells me to go to their website to remove this from my computer with "the only anti-spyware that will completely remove" this horrendous invasion from my computer...as long as I pay them money to have it do that for me.

"<http://www.scanforfree.com/abi-network.htm>"

YES! you have to pay them. The only thing that was "free" was the virus that infected my computer (which I do not know how it got on my computer in the first place) and the scan to see if you have the virus! Then it will tell you that you do and if you want to get rid of THEIR virus you have to pay THEM!

Submitted: 09/03/2005

**From:**  
**To:**  
**Date:**  
**Subject:** Consumer Alert submitted through OAG Website

Form submitted on Wed Sep 7 05:26:16 2005

**Personal Information:**  
Mr Edward Yurco

**REDACTED**

Where did you hear about us?  
online

URL: Direct Revenue, LLC

**Complaint:**

Their software, Nail.exe and Aurora, have infected my PC and are next to imposible to be removed. The software sends internet requests automatically and causes pop-up advertisements to appear every time a new internet search request is made.

Submitted: 09/07/2005



ATTORNEY GENERAL ELIOT SPITZER  
STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL  
INTERNET BUREAU  
120 BROADWAY  
NEW YORK, NY 10271-0332  
TEL: (212) 416-8433 FAX: (212) 416-8369

## COMPLAINT FORM

Consumer Hotline For Hearing Impaired  
(800) 771-7755 TDD (800) 786-9898

<http://www.oag.state.ny.us>

RECEIVED  
OCT 03 2005  
OFFICE OF THE ATTORNEY GENERAL  
INTERNET BUREAU

USE THIS FORM FOR INTERNET RELATED COMPLAINTS ONLY

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM AND SIGN THE VERIFYING STATEMENT ON THE REVERSE. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

## CONSUMER

Name Lana Hurteau Home Tel \_\_\_\_\_ Bus Tel \_\_\_\_\_  
Street Ad \_\_\_\_\_  
City/Town \_\_\_\_\_

REDACTED

## COMPLAINT

Name of Seller or Provider of Services <u>A Better Internet</u>				Name of Other Seller or Provider of Services			
Street Address <u>107 Grand Street 3rd Fl</u>				Street Address			
City/Town <u>New York</u>		State <u>NY</u>		City/Town		State	
Zip <u>10013</u>				Zip			
Telephone <u>(646) 722-8630</u>		E-mail address <u>contact@betterinternet.com</u>		Telephone		E-mail address	
Website address of the person/company involved: <u>http://www.abetterinternet.com</u>							
Date of Transaction <u>May, June, July 2005</u>		Total cost of product or service <u>N/A</u>		How paid (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Other			
Did you enter into a contract? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				Date _____		Duration of contract _____	

Was product or service advertised? ☐ Yes ☒ No

Date of advertisement: X

If yes, please describe the nature of the advertisement (e.g., free trial offer, mailing, web posting, e-mail, newspaper/magazine ad) and attach copies of the advertisement, screen printout and/or mailing.

X

Date you complained to company or individual \_\_\_\_\_ Person Contacted \_\_\_\_\_ Job Title \_\_\_\_\_  
☐ By mail ☐ By e-mail ☐ By telephone ☐ In person ☐ Other \_\_\_\_\_  
Nature of Response \_\_\_\_\_ Date of Response \_\_\_\_\_

Has matter been submitted to another agency or attorney? ☐ Yes ☒ No If yes, give name and address:

Is court action pending? ☐ Yes ☒ No

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

Briefly describe your complaint

A Better Internet somehow installed software on my PC which bombarded me with popup windows — at times even when working in Excel or Word. The popups were so prolific it became a serious interruption in my workflow. Spware programs and computer utility programs did not eradicate the problem as the program maliciously duplicated itself. It has cost my employer time, as I have suffered from a productivity standpoint. It has also cost us hundreds of dollars in time with a computer tech to relieve and eliminate this program.

What form of relief are you seeking? (e.g. refund, repair, etc.) Class action lawsuit.

Reimbursement of tech bills. Damages for lost productivity.

Who referred you to this office? online user group.

**READ THE FOLLOWING BEFORE SIGNING BELOW:**

Please attach to this form COPIES of any papers involved (contracts, warranties, bills received, cancelled checks, correspondence, etc.)  
**DO NOT SEND ORIGINALS.**

**NOTE:** In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:

Lana Hudkew

Date:

7/29/05

**HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?**

Return completed form to:

Office of the Attorney General  
Internet Bureau  
120 Broadway  
New York, NY 10271-0332