

EXHIBIT 32

IB FILE #05 - 32068

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

Form submitted on Fri Jun 3 04:32:15 2005

Personal Information:
Mr Barry Pollack

REDACTED

Where did you hear about us?
online

URL: mypctuneup.com

Complaint:

I'm a fairly sophisticated PC user and use a number of spyware/adware detection tools on my PC. I never download anything from websites, and I use the Firefox browser to further avoid unwanted pop-ups. A few days ago, I started getting popups from "Aurora" and I know I didn't intentionally download it. After doing some online detective work, I found that an uninstall program for it was available at mypctuneup.com (the site of a New York company called "Direct Revenue"). Their uninstaller appeared to work - but then, I saw a posting on an online bulletin board that says that the uninstaller also installs a file called nails.exe, which spawns a NEW copy of the Aurora adware! Sure enough, I found a copy of nails.com on my system.

Knowing the Attorney General's office is concerned with abusive adware and spyware practices, I wanted to make you aware of these two abusive practices of Direct Revenue: (1) apparently distributing their adware client software in using "drive-by" distribution methods; and (2) distributing a phony "uninstaller" that in fact promptly re-installs the offensive software.

Thank you for looking into this matter.

Submitted: 06/03/2005

IB FILE #05 - 32146

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

Form submitted on Thu Jun 9 03:06:21 2005

Personal Information:
Mr John Graff

REDACTED

Where did you hear about us?

URL: <http://www.mypctuneup.com/index.php>

Complaint:

I have been having a problem on my computer with pop ups. When I went through my Windows XP Add/Remove Program setup I told it to remove a program on my system called The ABI Network. When I told it to remove it, it opened up a window and loaded the website <http://www.mypctuneup.com/index.php> and told me the ONLY way to uninstall the popups on my computer is to DOWNLOAD thier program. It seems to me that this company maliciously installs pop ups on peoples computers and then FORCES you to use THIER product to fix the pop ups. Doesnt seem right to me. Thanks in advance for your help.

Submitted: 06/09/2005

IB FILE #05 - 32200

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

Form submitted on Mon Jun 13 09:21:09 2005

Personal Information:
Dr Abbe Justus

REDACTED

Where did you hear about us?
online

URL: Aurora - Part of the ABI network

Complaint:

It is bringing up adds for porn while my kids are online. I never asked for this software and am finding it slowing down my computer and taking a lot of time trying to figure out how to uninstall it. It was bad enough that it was popping up with ads, but these ads are completely inappropriate. I understand you are a state agency, but am hoping you know someone that can represent people not in the state of NY.
Abbe Justus

Submitted: 06/13/2005

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

Form submitted on Tue Jun 14 08:16:50 2005

Personal Information:
Mr Raymond Eng

REDACTED

Where did you hear about us?
online

URL: aurora - part of the ABI Network

Complaint:
I don't know where I got this program but all it does is pop up ads continuously. I can't find out how to remove or and when I try, it reinstalls itself.

Submitted: 06/14/2005

IB FILE #05 - 32247

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

Form submitted on Wed Jun 15 10:19:27 2005

Personal Information:
Larry Young

REDACTED

Where did you hear about us?
online

URL: DirectRevenue Aurora BetterInternet (ABI)

Complaint:

This spyware infested my machine and I have been unable to get rid of the pop ups. My machine performance has slowed and I am getting random crashes.

The "uninstall" through add/remove programs does NOT work and states you can uninstall it by going to another web site. (and installing another program). I have searched online and have not found any way to remove it. I have lost much time due to this uninvited invasion!

Submitted: 06/15/2005

IB FILE #05 - 32310

From:

To:

Date:

Subject: Consumer Alert submitted through OAG Website

Form submitted on Fri Jun 17 02:03:11 2005

Personal Information:

Ms Meredith Hamilton

REDACTED

Where did you hear about us?
online

URL: Direct Revenue

Complaint:

this company is responsible for the Aurora virus. I have spent hours and money with a computer specialist to get rid of it, and have still been unsuccessful.

Submitted: 06/17/2005

IB FILE #05 - 32314

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

Form submitted on Fri Jun 17 11:21:54 2005

Personal Information:
sherry harris

REDACTED

Where did you hear about us?
online

URL: ABI Network - A Division of Direct Revenue

Complaint:

This is a program that somehow gets on computers. It constantly sends pop-ups under the name 'aurora'. there is no way to uninstall this program even though they claim you can uninstall by going to mypctuneup.com (which appears to be the same company) I believe this is serious spyware. A search on Google for 'get rid of aurora' yields 234,000 responses which shows what a big problem this is. Can you help? Thank you.

Submitted: 06/17/2005

IB FILE #05 - 32299

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

Form submitted on Fri Jun 17 12:14:04 2005

Personal Information:
Dr Paschal Wilson

REDACTED

Where did you hear about us?
online

URL: DirectRevenue

Complaint:

Aurora and nail.exe were installed on my work computer without my knowledge, and without consent. These spyware programs cause incessant ads, and when partially corrected by anti-spyware programs, even pull up message blocks that suggest the user needs to fix the registry to restore the spyware! These programs are not readily removed by either Microsoft's spyware program or Spybot Search & Destroy, meaning that I have spent HOURS of my personal and work time attempting to restore my computer. Thank you for your attention to this matter.

Submitted: 06/17/2005

IB FILE #05 - 32326

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

Form submitted on Sat Jun 18 06:18:25 2005

Personal Information:
Mr Paul Graziano

REDACTED

Where did you hear about us?

URL: Direct-Revenue, LLC

Complaint:

My computer has infected, after an back-door download, with malicious spy/adware developed by Direct-Revenue("products" such as Aurora, etc) that caused severe system crashes, 12 hours of lost time to correct the problem, and loss in information. I've come across spy/adware all the time. This is, by far, the worst I have ever seen. Direct-Revenue's product is, by definition, a computer-virus.

Submitted: 06/18/2005

IB FILE #05 - 32391

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

Form submitted on Wed Jun 22 11:19:15 2005

Personal Information:
Heather Walker

REDACTED

Where did you hear about us?
online

URL: aurora ABI network

Complaint:
CONSTANT pop-ups, I have spent numerous hours trying to get rid of their spyware program to no avail.
I use this computer for work, & the incessant pop-ups are aggravating not to mention the time
researching, downloading, scanning & trying to delete their files.

Submitted: 06/22/2005

IB FILE #05 - 32618

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

Form submitted on Sun Jul 3 03:55:55 2005

Personal Information:
Paul Wallace

REDACTED

Where did you hear about us?

URL: www.abetterinternet.com

Complaint:

A Better Internet / Direct Revenue / ABI Network is maliciously installing Adware / SpyWare on millions of PCs. Removal is virtually impossible without running their own removal tool ("mypctuneup.com") which installs additional software without authorization. All told, this "business" has cost me approx. 12 hours of labor cleaning our computers. Their software morphs with dynamically renaming executables, Registry hooks, etc.

Submitted: 07/03/2005

IB FILE # 05 - 32806

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

Form submitted on Fri Jul 15 06:24:55 2005

Personal Information:
Mrs rebecca fenichel

REDACTED

Where did you hear about us?

URL: abetterinternet.com, ABI network

Complaint:

I do not remember agreeing to have this software installed, or seeing a "user agreement" and would certainly never agree to something i've never even heard of. i have constant popups and have spent at least 24 hours total trying to get this adware/trojan off my computer and have not yet been successful.

Submitted: 07/15/2005

IB FILE #05 - 32844

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

Form submitted on Tue Jul 19 09:47:15 2005

Personal Information:
Dr Vamsi Garlapati

REDACTED

Where did you hear about us?
online

URL: www.abetterinternet.com

Complaint:

A Better Internet / Direct Revenue / ABI Network is maliciously installing Adware / SpyWare on millions of PCs. Removal is virtually impossible without running their own removal tool, which I could not do when my PC was infected because "mypctuneup.com" was a broken link. Even when mypctuneup.com can be reached, it installs additional software without authorization. All told, this "business" has cost me approx. They use a myriad of websites to covertly infect PCs. Their software morphs with dynamically renaming executables, Registry hooks, etc.

Submitted: 07/19/2005

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

Form submitted on Fri Jul 22 12:01:23 2005

Personal Information:
Mr jorge balderrama

REDACTED

Where did you hear about us?
online

URL: Aurora ABI

Complaint:

The Aurora ABI popup infected my home computer without my consent and knowledge. I did not agree to any terms for downloading this software and it has corrupted my computer and made it so slow that I do not currently use it even though I have cable internet. Any help to stop this company from conducting computer hijacking of this sort should be outlawed and penalized. thank you

Submitted: 07/22/2005

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

Form submitted on Thu Jul 28 01:39:20 2005

Personal Information:
Andrew Devlin

REDACTED

Where did you hear about us?
online

URL: www.abetterinternet.com

Complaint:

The company, DIRECT REVENUE, has installed adware software without my permission on my home computer. I've tried repeatedly to remove it but it re-installs itself. I spent 6 hours on this yesterday and 2 today.

Submitted: 07/28/2005

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

Form submitted on Sun Jul 31 11:23:09 2005

Personal Information:
Ms Eva Posner

REDACTED

Where did you hear about us?
online

URL: ABetterInternet/Direct Revenue

Complaint:
Complaint:

A Better Internet / Direct Revenue / ABI Network is maliciously installing Adware / SpyWare on millions of PCs. Removal is virtually impossible without running their own removal tool, which I could not do when my PC was infected because ?mypctuneup.com? was a broken link. Even when mypctuneup.com can be reached, it installs additional software without authorization. All told, this ?business? has cost me approx. 12 hours of labor cleaning our computers. They use a myriad of websites to covertly infect PCs. Their software morphs with dynamically renaming executables, Registry hooks, etc.

Submitted: 07/31/2005

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

Form submitted on Thu Aug 4 09:37:52 2005

Personal Information:
Mr Bill Allen

REDACTED

Where did you hear about us?
online

URL: <http://www.direct-revenue.com/news6.php>

Complaint:
To: Andrew Reiskind, Esq.
Direct Revenue LLC
107 Grand Street
3rd Floor
New York, NY 10013
V: 646.613.0376
F: 646.613.0386

Dear Mr. Reiskind:

Your "Aurora" adware has reeked havoc on my computer. It has cost me many hours in a futile attempt to eliminate your ?virus? from my hardrive, and I have lost income as a result. I am now forced to hire a professional to erase my hardrive and re-install all of my programs. I cannot comprehend how you could release such a devastating ?bug? onto the internet without being aware of the repercussions. Putting that aside, I would like to know, short of having to file a law suit against your company, how you are going to compensate me for my lost revenue, and other expenses I have incurred due to your company?s gross negligence. I appreciate your attention to this matter, and look forward to hearing from you.

Sincerely,

Bill Allen

cc: Attorney General Eliot Spitzer

Submitted: 08/04/2005

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

Form submitted on Mon Aug 8 05:44:03 2005

Personal Information:
Mr Jules Neuringer

REDACTED

Where did you hear about us?
online

URL: www.abetterinternet.com

Complaint:

I own a business in NYC that has been in operation for 35 years. Some of our services include computer software and network integration for a variety of customers. For the past few months we have been spending an outrageous amount of our time (and customer's money) in order to reverse the damage done to their computers by software from a company called "ABetterInternet.com"

ABetterInternet claims to provide useful advertising information via a software "client" which is downloaded (supposedly with fully-informed consent) by an unsuspecting user. In all the cases that I have examined, the users thought they were clicking on a program that said it would examine their computers, and make changes that would result in better performance.

The customers did NOT realize that they were granting permission for obnoxious and malicious software from ABetterInternet to "take over" their computers.

In many cases, we had to completely replace the customers' computer Operating Systems and programs.

I don't care WHAT ABetterInternet says about their EULA (End User Licensing Agreement). They are operating deceptively and, in my opinion, fraudulently. How much more suffering must our innocent computer customers endure from this rotten company?

Submitted: 08/08/2005

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

Form submitted on Mon Aug 8 06:13:34 2005

Personal Information:
Ms Pat Cherundolo

REDACTED

Where did you hear about
online

URL: www.abetterinternet.com

Complaint:

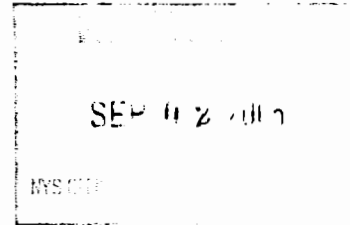
I recently got an email supposedly from Adobe. It offered \$25 to take a survey. I have bought items from Adobe before. I went to take the survey and they said to take off pop-up blocker. Apparently there was no survey. It was a plot to plant a pop-up program on my computer. The company is A Better Internet / Direct Revenue / ABI Network and is maliciously installing Adware / SpyWare on millions of PCs. This is obviously unwanted spam. I was not asked if I wanted this crap on my computer and from the looks of it, it's going to take days to get this crap off my computer. Why can't these creeps be put in jail?

Submitted: 08/08/2005

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

Form submitted on Thu Sep 1 09:38:47 2005

Personal Information:
Mr Tony B. Brown



REDACTED

Where did you hear about us?

URL: Direct Revenue

Complaint:
Dear Mr. Spitzer:

The Aurora/Nail software installed and its manufacturer need to be stopped. I have had the unfortunate experience of having to re-format numerous clients' systems due to its infection and non-ability to be removed. This product cannot be removed through "Add/Remove Programs" as stated by Direct Revenue. A file has to be downloaded from their website and this can only occur if Aurora has not already destroyed the internet connection.

I understand that you are busy but, these people need to be stopped. At an average cost of \$200 per repair, how many of the people who elected you can continue to suffer through this. Thank You.

Submitted: 09/01/2005