

EXHIBIT 5

W: The good, the bad and the ugly!

Subject: FW: The good, the bad and the ugly!
From: "Raffi Minassian" <raffi@direct-revenue.com>
Date: Wed, 15 Jun 2005 16:42:45 -0400
To: "'Daniel Doman'" <dan@direct-revenue.com>

From: Douglas Kee [mailto:doug@direct-revenue.com]
Sent: Wednesday, June 15, 2005 4:40 PM
To: 'Brian May'; 'Raffi Minassian'
Subject: FW: The good, the bad and the ugly!

Was talking to Emma since she handles the MPCT emails. I asked if she could forward the emails so we can figure out what complaints people have about MPCT.

Of note -
People don't believe they asked for the software or ever accepted it.
The death threats are archived but we don't send them anywhere. Good thing QA sits farthest away from the entrance.
Users didn't like the purple webpage saying that the uninstall may harm their computer. This will be removed.
Might be useful to get her a copy of VMware or some other sandbox since she sometimes needs to open attachments from users.

-----Original Message-----
From: Emma Gordon [mailto:emma@direct-revenue.com]
Sent: Wednesday, June 15, 2005 4:18 PM
To: doug@direct-revenue.com
Subject: The good, the bad and the ugly!

Doug,

Thanks for your interest in the insane world of Mypctuneup Support aka: "its not spyware, it's advertising software (teethy grin)"

Attached is my latest report to Scott, along with a document where I store all especially violent/threatening emails. Hoax or not they are saved.

Let me know if I can do anything else for you and the QA Team.

Thank you,

Emma - Mypctuneup Support

mypc-support0613.doc	Content-Type: application/msword Content-Encoding: base64
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Negative Feedback.doc	Content-Type: application/msword Content-Encoding: base64
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Date: June 13, 2005

Issue	File Names	Solution	Escalated Issue?
1 60% General Uninstall Request	a) Aurora * b) Ceres * 90% of uninstall requests	Direct users to uninstall tool at: www.mypctuneup.com http://www.mypctuneup.com/evaluate.php or http://www.mypctuneup.com/inGiant	No
2 10% Users hesitant to use MyPctuneup – due to lack of trust in uninstaller and DR/ABI Network	Various files - 99% of users believe ad software was maliciously installed without their consent.	- Advise users of DR/ABI Network policy to assist all users in removing unwanted ad software - Direct user to www.direct-revenue.com for more details on company - Direct users to www.mypctuneup.com and advise them it will not install any additional ad software or will it collect any personal identification.	Yes Scott If the email requires special attention
3 10% Users claiming ad software is still present after MyPctuneup confirms it has been removed.	a) Aurora	- Request user re-run MyPctuneUP, paying particular attention to closing ALL PROGRAMS especially anti-spyware, firewall, etc. - Have the user confirm that they have Admin Privileges. - For users who have confirmed the above, send debug.exe/zip for user to run, re-name and send back data. - Tong assessed these and created a clean up tool.exe for each user affected	Yes Tong
4 5% Users unable to view the download icon	Various files	Refer users to the direct link: http://www.mypctuneup.com/uninstaller_exe.php And suggest they reboot and try again.	No
5 5% Users receiving "win32" error message when attempting to download the uninstaller	Various files	- Advise user that the uninstaller was corrupted during the download process. Suggest they delete the corrupted version, re-download it, and run the program again - If it continues send users the uninstaller.exe as an attachment via webmail (as Live Person does not allow me to send attachments)	No

6 5%	Users receiving "java scripting/sessions" error message when attempting to run the uninstaller	Various files	Request users change their settings bar to low then re-run the uninstaller being sure to close ALL programs and firewalls before running. - Confirm users are doing this correctly in IE - Internet Tools. - If this continues advise user of Command Prompt solution	No
7 5%	Users receiving "Network Failure" error message	Various files	- Advise users to disable their 3 rd party firewall programs, while running Mycptuneup, as it can interfere with the removal.	No
<p><u>User reasons for uninstalling Ad Software</u></p> <p>1) Did not request the installation of the software/Invasion of privacy - 80% * Without a doubt the overwhelming response is from users who believe they did not agree to a download, therefore do not trust ABI -- DR or Mycptuneup and do not consider it their responsibility to uninstall. * Lack of trust in Mycptuneup as per user comments has increased due to Norton/ Anti Virus Alerts/ Internet chat sites/ Users searching Google/ Media/ Transparency of DR via our website.</p> <p>2) Too many advertisements - 10%</p> <p>3) X-Rated/Porn themed advertisements - 5%</p> <p>4) Slows down computer - 5%</p> <p><i>Total emails with within 24 hr period (minus spam & returned mail notices) = approx 200-300 Emails currently in LP(Not Started) = 1370 (6/13 AM) Current wait time = 3 1/4 days</i></p>				

MYPCTUNEUP ESP. NEGATIVE OR THREATENING EMAILS

Name: Earth

Email: DEath@2ushits.com

Tried Uninstall: no

Browser: other

OS: other

Comments: I am goign to KILL that fuck out of you, and sue the fucking hell out of your fuckign company for installing and creating fuckign SPYWARE, yo9u fruckign shit, you will be killed, No fucking way will you and yoior fucking ass you call family w9ill survive, you are nothign but minions of SATAN, and will be sent back to HELL where asswipes belong. SPYWARE is nothing but STEALWARE, stealing resources, and your bnothing BUT EXTORTION, so fuck you and watch you fucking BUILDING and HOUSE, because I will blow them up, at a time of my choosing. SPYWARE is thrown on with out autherization, so It return the favor and blow you to hell wiht out your knowing when or how it will happen, but rest assured, IT WILL HAPPEN YOU FUCKING THIEF< YOU WILL SUFFER< NO SPYWARE WRITER EVER BELONG ALIVE< SO FUCK YOU AND FUCK OFF> GO TO HELL< YOU LOW LIFE POND SCUM<< DEATH two all asswipes spyware and SPAMMERS, all minions to return to HELL>< YOU FUCKING SHIT< YOU WILL DIE A HORROR UNLIKE ANY EV! ER SEEN< at t time of my choosing!

I AM NOT USING YOUR FUCKING TOOLS TO REMOVE A PROGRAM I DID NTO ASK FOR INT EH FIRST PLACE, TRUSTING ASSWHIPE IS FUCKING BULL, BESIDE YOU WILL DIE ANYWAY, YOU FUCKS, FUCKING FUCKS!!!!!! GO TO HELL, AND I WILL MAKE SURE IT HAPPENMS!

OH AS FOR SPELLING, FUCK YOU, SPAMERS MISSPELL ON PURPOUS, SO YOUR IN THAT SAME FREAKING SHIT, YOU FUCKING SHIT!

Subject: A Better Internet - without your company using it!

I hope you people are SOOOOOO FUCKING pleased with yourselves! I hope every one of YOUR PCs gets infected with spyware, so you can all have your personal info looked at by everyone, hell, maybe they'll even steal your identity or credit card info.

Since whoever answers this letter obviously works for this company then you know what they do, and yet you work for them anyway, so I wish you the worst day of your life, better yet, I hope you and yours are killed this very day. I hate you, and yes, I hope you die. You are scum!

I am interested in: Support

First Name: James

DR024360
CONFIDENTIAL

Last Name: Chang
Email: refrain5@hotmail.com
Comments/Questions: You assholes put this fucking adware/spyware on my computer. And you know what? It's goddamn annoying. If I ever meet anyone from your company I will kill you. I will fucking kill you, and your families.

Subject: DR/Contact us form: Advertising

I am interested in: Advertising
First Name: fuckoff
Last Name: off
Email: icenews@6k2.com
Comments/Questions: If I have not got this fucking thing off my pc soon i am going to fly a fucking aeroplane into your shitty little building and wipe another load of you stupid fat lard ass mcdonalds cunt american bastards out. you fucking annoying computer geek arseholes. I hope you all get cancer and die.

Subject: no subject

I've been one of the lucky ones to get your fucking virus on my computer I hope someday that someone sick of people like you doing shit like this comes into your office and sets off a bomb big enough to kill all you slime bag sons of whores mother fuckers

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Subject: YOUR SPAM

FUCKEN BASTARDS !

I fed up with your SPAM installed to my computer against my will.

I will pray for death of your kids. All of you and your kids should be burn in hell.

I hopw some another courageous man will reduce all of you and your kids to ashes.

Damn you! Death to your kids !

Subject: Feedback for myPctuneup.com

Name: Kyle Francis

DR024361
CONFIDENTIAL

Email: fuckyoukickfaces@hotmail.com

Tried Uninstall: yes

Read Removal Program Help:

Browser: ie6+

OS: winxp

Comments: Maybe you should include an uninstall application when installing a piece of shit pop-up program maliciously into my computer without my knowledge. I don't need 'aurora' pop-ups trying to sell me garbage related to every site I visit. Companies like you should be ashamed of your lives. If God exists, he hates you. Go fuck yourselves scum.

piss off.

-Angry victim

Subject: DR/Contact us form: Other

I am interested in: Other

First Name: Kevin

Last Name: Horton

Email: kevin@prodicient.com

Comments/Questions: You people are EVIL personified. I would like the 4 hours of my life back I have wasted trying to get your stupid uninvited software off my now crippled system. And I have no solution. Go ahead and laugh, but you people should be hanged.

Subject: RE: DR/Contact us form: Support (LTK3002984616X)

I ran the installer three times, with no other programs running (other than whatever invisible-ware companies like yours have snuck on to my machine. I am no novice -- I know what I am doing. Unlike thousands of others, and god knows what they are going through.

I have tried and run 5 different spyware / adware programs multiple times, and now my only resort is to completely back up and reinitialize my entire hard drive.

I will report you to every attorney general at every level I can find, and make them all aware of the TOTAL HAVOC caused by DIRECT REVENUE LLC.

You have NOT heard the last from me.

-Dan Styklunas

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Subject: Feedback for myPctuneup.com

Name: fuck you assholes
Email: fuck@you.com
Tried Uninstall: no
Read Removal Program Help:
Browser: other
OS: other
Comments: how dare you fuckbags use programs that install themselves without consent on someone elses computers. you should be hung by your scrotums and skinned alive. you are pathetic pieces of shit and should all die!

Subject: Ok you fucking faggots

Tell me how i can remove your bullshit-based programs from my fucking computer.
Tell me how i can remove your fucking waste of human cum from my god damn fucking computer.
tell me or we go to war.

Name: Fuck You
Email: muncletom@hotmail.com
Tried Uninstall: no
Read Removal Program Help:
Browser: ie6+
OS: winxp
Comments: I didn't want to download your shit, I must have clicked on something by accident. Now suddenly I find viruses, spywares and a couple Trojans on my computer. I don't want to download anything else from you just to remove your shit, especially if I have to turn off my anti-virus or firewalls to do it. So, tell me how else to get your shit off my computer or I will find some way to cause you strife. It's my computer, it's my screen and neither place is yours to advertise, spy or do market research for free. I don't fucking trust you and I want you the fuck of my fucking computer. You should be fucking paying me for my fucking space, you sperm-belching fuckwads. Now fuck your mothers and sisters... I probably have fucked your mother or sisters anyways.

Subject: Feedback for myPctuneup.com

Name: Tom Luneburg
Email: tlune@comcast.net
Tried Uninstall: no
Read Removal Program Help:
Browser: ie6+
OS: winxp
Comments: Before I uninstall your fucking program, I just want to take this opportunity to say Fuck You for putting this piece of crap on my

DR024363
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computer. Don't EVER send me anything else or contact me in any way,
you fucking assholes!!!!!!

P.S. - I hope you all die soon.....

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Subject: Feedback for myPctuneup.com

Name: killer
Email: sauve9@yahoo.com
Tried Uninstall: no
Read Removal Program Help:
Browser: ie6+
OS: winnt
Comments: I am coming over there to kill you

Subject: DR/Contact us form: Other

I am interested in: Other
First Name: zero
Last Name: lopez
Email: ten_exits@yahoo.com
Company: i hate u
Comments/Questions: hey you fucking sons of bitches why the fuck is this aurora bullshit making pop
ups in my fucking computer, FUCK YOU ALL. i fucking hate that shit i cant walk
away form the computer for 3 minutes without this aurora shit on my computer
popping shit up, thanks alot you fucking cock suckers, i hope you bu rn the fuck in
hell ...

Name: Kevin McBride
Email: mr2dogz@hotmail.com
Tried Uninstall: yes
Read Removal Program Help:
Browser: ie6+
OS: winxp
Comments: I just wanted to say, that I did not ask you to load your
shit onto my computer, and mess with my internet browser with all those
goddamn pop-ups, and windows to other places that I did not want to go
or see. Thank you for delaying me in where I wanted to go, and in
doing what I did want to do. In the future, I sure as hell hope that
whoever thought up that kind of useless shit, is ass-raped by a
Sasquatch wielding a chainsaw. Have a great day...

hello it do not shit more wichser if to her mean PC aufhrt zuzumlen, shit I to you into the neck

Name: fucjk you
Company: n/a
Email: gofuckyourself@fuck.com

god damn motherfuckers. I am going to fucking kill all you motherfuckers

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if you dont get rid of this fucking shit. AHHHH, i got a knife to my throat and if i get another pop up tonight i am going to kill myself.

Subject: BTGrab.com contact form

Name: dick
Company: n/a
Email: fumosa@yahoo.com

fuck your spyware bullshit

fuck you all....
kill all employees of this place NOW!!!

ALLAH AKBAR

Name: randall (fuck you) tucker
Email: rlt112366@msn.com
Tried Uninstall: yes
Read Removal Program Help:
Browser: ie6+
OS: winxp

Comments: FUCK YOU.. I WANT TO SEE LAWS TO EXECUTE FAGGOTS LIKE YOU WHO HIJACK PEOPLES COMPUTER AND FUCK THEM UP.. MY WINDOWS MEDIA PLAYER NO LONGER WORK. YOU SHIT FUCKS,, I'D LIKE TO MEET YOU IN PERSON TO DISCUSS IT!!!! YOU SAY YOUR SOFTWARE IS NOT MALICIOUS BUT WHEN I NOTICED IT RUNNING IN MY TASK MANAGER AND STOPPED THE PROCESS IT JUST MORPHED TO ANOTHER NAME AND RESTARTED IT'S SELF.. BUT YOU TRY TO PUT ON A FACE LIKE YOUR A LIGETIMATE COMPANY.. FUCK YOU YOUR HEAD SHOULD BE CUT OFF AND SHOVED UP YOUR ASS.. ONLY A DIS-HONEST FUCK WOULD EVER WORK FOR A COMPANY LIKE YOURS AND ALL OF YOU SHOULD HAVE YOUR EYES GOUGED OUT WITH TOOTH PIC'S AND AND YOUR LEGG ARTERIES SLICED OPEN AND ALLOWED TO BLEED TO DEATH YOU PIECES OF SHIT

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Subject: Hey, you guys are awesome, you saved my life, i love you

I HOPE YOU FUCKING DIE YOU STUPID MOTHER FUCKIGN GOD DAMN POP-UP CREATING MOTHER FUCKERS. WHY DO YOU DUMB CUNTS GIVE ALL THESE NICE NOOB AOL 56KERS POPUPS!?????!!?!??1/11!1111ONESHIFT!@!1111 YOU GUYS ARE THE SCUM OF THE UNIVERSE, SHOULD BE PUT TO DEATH JUST LIKE THE SERIAL KILLERS. YOU WILL BURN IN HELL FOR GIVING PEOPLE POPUPS, IM NOT EVEN JOKING, I KNOW THE J.C. NOW STOP FUCKING WTIH PEOPLE AND GET A LEGITAMATE JOB.

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Subject: Feedback for myPctuneup.com

DR024365
CONFIDENTIAL

Name: GG
Email: IceDragonInc@web.de
Tried Uninstall: no
Read Removal Program Help:
Browser: ie6+
OS: winxp
Comments: YOU FUCKING ASSHOLES.
WHY U MAKE SO FUCKING TROJANS AND THAN U WANT THAT I INSTALL PROGS ON
MY PC .
I WILL BOMB UR FUCKING COMPANY DOWN FOR THIS.

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Subject: Feedback for myPctuneup.com

Name: Aaron Thorpe
Email: aspect404@yahoo.com
Tried Uninstall: no
Read Removal Program Help:
Browser: firefox
OS: winxp
Comments: You fuckin pieces of shit. You put shit on my computer and
then require me to download something to remove it? Fuck You, you have
no respect for peoples privacy. Lick my fuckin balls you homosexual
bitches

Subject: Dear Wankers :stop making your shitty software

**stop making your shitty software eg auora as it is a pile of wank and u sh ud be hung
for sending it to people. we dont wont this shit.**

**why dont u go fuck urselves and delete all ur adaware and spy ware cos it is bollocks.
it is gaining entry to my computer without my consent so stop sending it to me or
these messages shall continue you stupid cunts!!!**

Firstly i would like to ask why you people feel the need to construct spftware that is
installed without peoples consent and that no body wants. In my humble opinion you are
no more than glorified hackers that get paid for infecting millions of computers daily with
your plague of a program. Why have none of you seen the light and stopped rmaking
spyware!?!? I'm sure that you find it just as infuriating when YOU are the people that get
the persistant spyware. When i rule the galaxy i will find everyone guilty of these crimes
of virtual trespassing and string them up by their bollocks from the arc de triomph while
throwing rocks and rotten veg at them.

DR024366
CONFIDENTIAL

U STUPID CUNTS

Subject: DR/Contact us form: Public Relations

I am interested in: Public Relations
First Name: jesus
Last Name: christos
Email: nato@netcourrier.com
Comments/Questions: you bastards, get murdered with all your family

Subject: Feedback for myPCTuneup.com

Name: Sally
Email: 76534@aol.com
Tried Uninstall: no
Read Removal Program Help:
Browser: netscape
OS: winxp
Comments: how the FUCK do you have the right to be INSTALLED on my computer. If I had a gun I'd find and kill you.

Subject: Hello

I gonna to come to NY next week, cover your ass. I gonna kill you all.

Subject: DR/Contact us form: Support

I am interested in: Support
First Name: John
Last Name: Smith
Email: me@me.com
Comments/Questions: You and your dirty little nail program you little bitches.. you are all going to hell motherfuckers!!!!!!!!!!!!!!!!!!!!

DR024367
CONFIDENTIAL

Subject: DR/Contact us form: Other

I am interested in: Other
First Name: Taco
Last Name: Cat
Email: Tacocat@iamgoingtokillyou.com
Comments/Questions: Bitch

Subject: DR/Contact us form: Other

I am interested in: Other
First Name: Hovno
Last Name: Hovno
Email: hovno2002@hotmail.com
Comments/Questions: You fuggin peez of shite and malware bastuds! Go fugg yourself

Subject: no subject

Hi, fuckwads!!!!

I just thought I'd let you shitfaces know how slimey and under handed you are. You and your fucking spyware have fucked with my computer long enough. If I ever get the chance I'm going to hunt every fucking employee in your fucking company and rip their goddamn hearts out of their chests. Then I'm going to go and kill every relative you people have.

Have a nice day!!!

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Subject: Feedback for myPctuneup.com

Name: garrett
Email: dropkickblink@aol.com
Tried Uninstall: no
Read Removal Program Help:
Browser: other
OS: other
Comments: I going to fucking kill you for downloading your malicious

DR024368
CONFIDENTIAL

software on my computer. I hope you burn in hell.

=====

Subject: You AssHoles Are Among the Walking DEAD!

There are people out there who want to kill all of you FUCKERS!!!
For putting your spyware virus SHIT on there computers.
I am not out to do harm to you myself even though you
have Destroyed my computer with you CRAP!
But as soon as you ASSHOLES start being killed off.....
I Will Stand Up And CHEER!!!!

have a nice day!

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Subject: DR/Contact us form: Public Relations

I am interested in: Public Relations
First Name: Fuck
Last Name: You
Email: FuckYou@Direct-Revenue.com
Company: I hope you die
Comments/Questions: You are malevolent evil...

I hope each and every one of you get cancer and die a slow, lingering death. I will come and piss on your graves at each funeral.

Fuck you. Fuck you so much that I hope no one kills you before you can die a natural death, after you have suffered for a long, long time from grotesque forms of cancer.

Fuck you and fuck off...

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Subject: Feedback for myPctuneup.com

Name: U GUYS SUCK DICK
Email: SUCKMYCOCKMOTHERFUCKERS@COCKSUCKINGWHORES.COM
Tried Uninstall: no
Read Removal Program Help:
Browser: other
OS: other
Comments: YOU SUCK DICKKKKKK, SUCK MY COCK,,,,,, YOU MOTHER F'UCKER,
STOP GIVING ME POP UPS, OR I WILL KILL ALL OF U PEOPLE AND RAPE UR
CHILDREN

DR024369
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Subject: Feedback for myPctuneup.com

Name: IHopeYou GetCancerAndDieSlowly
Email: FuckYou@direct-revenue.com
Tried Uninstall: no
Read Removal Program Help:
Browser: other
OS: other
Comments: You are malevolent evil...

I hope each and every one of you get cancer and die a slow, lingering death. I will come and piss on your graves at each funeral.

Fuck you. Fuck you so much that I hope no one kills you before you can die a natural death, after you have suffered for a long, long time from grotesque forms of cancer.

Fuck you and fuck off...

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Subject: DR/Contact us form: Advertising

I am interested in: Advertising
First Name: PIECE OF SHIT
Last Name: FILTHY CUNTHOE
Email: IHOPEALLTHEEMPLOYEESOFDIRECTREVENUE@DIEOFCANCER.CO
Company: BITCHES
Comments/Questions: SLUTS

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Subject: LocalNRD.com contact form

Name: Lyle Edwards
Company: n/a
Email: lylespen182@yahoo.cin

Get your fucking program off my computer before i kill you.

Subject: DR/Contact us form: Other

I am interested in: Other
First Name: Clive
Last Name: Philpott
Email: clive.philpott@cox.net
Company: BT
Comments/Questions: I hope you rot in hell you bastards.

DR024370
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Nail.exe

I'd like to put some in your coffin

I am interested in: Public Relations

First Name: Jim

Last Name: Osbrink

Email: jimo@yahoo.com

Company: Hitmen R Us

Comments/Questions: You fucking sons of cunts with your Spyware. The world HATES you, **doesn't that** give you a warm feeling. You are the scum of the earth. No one **even reads your** Ad's all they do is spend all day figuring out how to get rid of them **and how to** telepathically will your deaths.

DR024371
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