

EXHIBIT 121

Zonadine Chua

From: Chris Dowhan [chris@direct-revenue.com]
Sent: Wednesday, September 29, 2004 11:31 AM
Subject: RE: Distribution Concerns

Something like that is do-able but I doubt it would give Karl any better feeling about us!

On Sep 29, 2004 11:16 AM, Mia Simonsen <mia@abetterinternet.com> wrote:

> That is correct Dan.
> This has to do with us trying to reduce the churn on distribution.
> We are MUCH less profitable with an add/remove function in place.
> However, we should consider a better way of doing these deals.
>
> Would it be possible, to add an add/remove function to an exe that
> automatically removes itself (the function) after f.ex. 1 week?

> Thanks,
> Mia

>
> Mia Simonsen
> Distribution Manager
>
> Better Internet, LLC
> Phone: +1 646 442 1240
> Fax: +1 646 613 0386
> Cell: +1 917 715 4936
> E-mail: Mia@Abetterinternet.com
> Web: http://www.abetterinternet.com

> -----Original Message-----

> From: Chris Dowhan [mailto:chris@direct-revenue.com]
> Sent: Wednesday, September 29, 2004 10:03 AM
> To: dan@direct-revenue.com
> Cc: Mia Simonsen; 'Joshua Abram'; 'Daniel Doman'
> Subject: Re: Distribution Concerns

>
> But to be specific on this one, we promised them an uninstall and then
> when we thought they weren't watching any more, removed it on purpose.
> This is actually a successfully managed process as opposed to
> something that fell between the cracks.

> On Sep 29, 2004 10:41 AM, Daniel Doman <dan@direct-revenue.com> wrote:

> > I asked about this casually in the past, and learned that we had a
> > few of these morpheus like uninstall processes in place. Without a
> > formal, documented and continuously managed process to maintain
> > this - there is NO WAY that this will work.

> >
> > So - yes - we obviously have to sit down and track down all these
> > buried bodies.

> >
> > If we promised this company an uninstall he has every right to be
> > annoyed and now we look stupid.

> > - dan

> > -----Original Message-----

> > From: "Mia Simonsen" <mia@abetterinternet.com>
> > Date: Wed, 29 Sep 2004 09:30:12
> > To: "Joshua Abram" <josh@direct-revenue.com> Cc: "Daniel Doman"

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> > <ddoman@direct-revenue.com>, "'Chris Dowhan'"
> > <chris@direct-revenue.com>
> > Subject: FW: Distribution Concerns
> >
> > Josh,
> > We should address this as early as possible.
> > Please let me know when you have time to discuss. I talked to him
> > last night and mentioned that we're putting
> > <http://www.mypctuneup.com> in place and may disable his add/remove
> > sometimes during the process.
> >
> > M.
> >
> > Mia Simonsen
> > Distribution Manager
> >
> > Better Internet, LLC
> > Phone: +1 646 442 1240
> > Fax: +1 646 613 0386
> > Cell: +1 917 715 4936
> > E-mail: Mia@Abetterinternet.com
> > Web: <http://www.abetterinternet.com>
> >
> >
> > -----Original Message-----
> > From: Karl Bernard [mailto:karl@isearchtech.com]
> > Sent: Wednesday, September 29, 2004 12:40 AM
> > To: mia@abetterinternet.com; josh@abetterinternet.com
> > Cc: charles@gammae.com; daniel@gammae.com
> > Subject: Distribution Concerns
> >
> >
> > Mia and Joshua,
> >
> > Last night I ran some routine tests. I do those about every 3-4
> > weeks.
> >
> > A portion of the tests I do include installing your software on
> > different OS and look for conflicts.
> >
> > I found out (as I also find out the last 2 times I did those tests)
> > that no entry was added in the Control Panel Add/Remove, making the
> > software impossible to remove without manual means.
> >
> > As it was agreed that the remove link would be present on my
> > installs, I
> >
> > really find insulting that I need to monitor your install process
> > and tell you to get that fixed every time I do some tests. Please,
> > make sure this is the last time we have that issue.
> >
> > The second thing that I found out is that when manually uninstalling
> > your software (only way possible!!), that you re-install another
> > version of your software, wich is impossible to remove.
> >
> > An exe with a random file name located in windows/system32 that is
> > triggered by an entry with a ramdom name in the Run registry, seems
> > to monitor that localrnd is registered as a bhc and when it is
> > remove, will
> >
> > automaticly install multimpp.dll wich seems to be even more
> > aggressive on
> >
> > the publicity it displays, advertising adware removers.
> >
> > When we try to unregister multimpp, if that process with random file

> > name is not killed, multimpp get reinstalled automaticly.
> >
> > I really find this behavior unacceptable, especially as we are
> > talking about partnership and regulation. How can we believe in a
> > long term partnership with a partner that can't keep his end of the
> > deal by making
> >
> > the software removable and have such re-install policies. I am
> > certain that making a software impossible to remove doesn't fit
> > within future regulations and it certainly doesn't fit within my
> > values.
> >
> > Karl Bernard
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> > Sent via BlackBerry -
> >
> > Daniel Doman
> > DirectRevenue LLC
> >
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