EXHIBIT 13

Subject: Re: access to the uninstall site, MyNut 404
From: "Chris Dowhan" <chris@direct-revenue.com>
Date: Thu, 15 Jul 2004 01:33:38 -0400 (EDT)
To: "Daniel Doman" <dan@direct-revenue.com>

Torpedos, in the strictest sense of how we structure them now, are not a
good option for uninstalls because they are optimized around removing an
app any time they see one as opposed to when there is specific opt-in for
removing that app. But if you are generally saying that we can get
anything off the machine as needed, I agree with you

> we can make a torpedo for anything...
>
>
> On Jul 14, 2004, at 3:11 PM, Reza Khan wrote:
>
>> mynut currently has no "real uninstall process and definitly does not
>> create
>> any add/remove programs entry. But we don't want anyone to uninstall
>> anything if we can help it
>>
>> Walnut does have a link thru shopnav.com where anyone can go to
>> uninstall
>> their apps. What would be the best way to direct anyone to an
>> uninstall
>> site from our end?
>>
>>
>> ----- Original Message -----
>> From: "Chris Dowhan" <chris@direct-revenue.com>
>> To: "Reza Khan" <reza@direct-revenue.com>
>> Cc: <chris@direct-revenue.com>; "Mattias Stanghed"
>> <mattias@direct-revenue.com>; "'Rodney Hook'" <rod@direct-revenue.com>;
>> <dan@direct-revenue.com>
>> Sent: Wednesday, July 14, 2004 3:02 PM
>> Subject: Re: Fw: access to the uninstall site, MyNut 404
>>
>>
>>> We don't use an add/remove programs entry for our stuff except for a
>>> few
>>> specifc "polite" installs we do from the www.abetterinternet.com site
>>> for
>>> investors, etc. Does the MyNut install process create it's own
>>> add/remove
>>> programs entry currently? If so, what does it do? If not, how will
>>> users
>>> find out about the mypctuneup.com unsinstall site? Would you want to
>>> give
>>> everyone with MyNut an upgrade to add this?
>>>
>>>> I think what walnut is looking for is for a site that users can go
>>>> to to
>>>> just uninstall mynut 1. We should only uninstall this app without
>>>> any
>>>> other
>>>> apps being uninstalled in this case. I think mynut was already
>>>> bundled
>>>> in

| | the BetterInternet uninstall files from Add Remove from the control
panel.

----- Original Message -----
From: "Chris Dowhan" <chris@direct-revenue.com>
To: "Reza Khan" <reza@direct-revenue.com>
Cc: "Mattias Stanghed" <mattias@direct-revenue.com>;
<chris@direct-revenue.com>; "'Rodney Hook'" <rod@direct-revenue.com>;
<dan@direct-revenue.com>
Sent: Wednesday, July 14, 2004 1:35 PM
Subject: Re: Fw: access to the uninstall site, MyNut 404

Technically I think it's pretty easy - but from a business
perspective
what exactly do we need to accomplish? Just want to make sure I
don't   ,
add
something to an uninstall process somewhere that is used for another
purpose and inadvertently uninstalls myNut for the wrong reasons.

E.g., Is this mostly for P/R purposes to hold up an uninstall
process
for
show? do we need a separate uninstall entry in add/remove on every
machine?
If so should it go to it's own path within mypctuneup so that it
only
uninstalls this app and that our other ad client uninstall process
doesn't
uninstall MyNut? Do we care about reinstalls on those machines
through
our upgrade process? I might have to create a registry entry on
uninstall
that we look for prior to installing MyNut so we don't get into a
customer-experience-nightmare-deathloop (that is my super-technical
jargon
for the behavior).

Let me know,
- C

  Crew,

  Christine wants to know how the 404 uninstall process. We've never
ironed
  out the uninstall process but I guess its time. Can we build
  something
  into
  either mypctuneup.com or myservicestation.com? I know Chris and I
briefly
  spoke about this in the past. Let me know what we can do or should
convey
  to Christine from Walnut.

  Thanks,
  Reza

----- Original Message -----
From: "Christine Curtis" <ccurtis@walnut-ventures.com>
To: "Reza Khan" <reza@direct-revenue.com>
Sent: Wednesday, July 14, 2004 1:43 PM
Subject: access to the uninstall site

Hi Reza,

My understanding is that DR has an help site where you can request

an

uninstall of the product. I need to document the uninstall
process

that

a
normal user goes through when they request an uninstall of the DR
product.
Can you point me in the right direction of where that process
might
begin?
I'll go through the steps like a normal user. Thanks.

Regards,
Christine Curtis

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6/22/05 8:50 PM