

EXHIBIT 4

From: Hunter Johnston [hunter@Johnstondc.com]
Sent: Thursday, November 09, 2000 5:41 AM
To: 'Tom Koshy'
Cc: Bennett Johnston (E-mail)
Subject: RE: Excite@home tests

Tom & Bennett:

Spoke with Mike Fries office last night. There is a meeting of the "Technology Board" of UPCAUGC the week after Thanksgiving, November 27 & 28 in Denver. Sudhir is expected to attend as well as Mike Fries. It is uncertain whether Mark Schneider would be there. There is a regular board meeting of UGC on December 15, which means management (including Mark) will be in Denver the 12th, 13th and 14th.

They will let me know today what would be the preferred date for a meeting with you guys.

Thanks.

Hunter

-----Original Message-----

From: Tom Koshy [mailto:Tom.Koshy@burst.com]
Sent: Wednesday, November 08, 2000 7:33 PM
To: Hunter Johnston (E-mail 2)
Cc: Bennett Johnston (E-mail)
Subject: FW: Excite@home tests

Just keeping you two informed.

Tom

-----Original Message-----

From: Tom Koshy
Sent: Wednesday, November 08, 2000 3:47 PM
To: 'mkoster@chello.com'
Cc: Mike Moskowitz
Subject: Excite@home tests

Note to Melanie:

Melanie, could you please forward this e-mail to Sudhir? I do not have his e-mail; please let me have that too. Thanks.

Sudhir,

I heard about Chello's pending merger with Excite @home. I just wanted to let you know that Excite had done extensive tests with Burstware. You might be interested in the report below, written by Andrew Reback of Excite who was in charge of Product Management Team involved in the test at that time. Mike Moskowitz, our VP of Business Development who was intimately involved in the testing from Burst's end will be on the conference call Friday. He will be able to answer any questions you might have.

Talk to you Friday.

Thomas Koshy

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-----Original Message-----

From: Andrew Reback [mailto:areback@excitehome.net]
Sent: Thursday, April 27, 2000 7:23 PM
To: smahoy@excitehome.net; smp@corp.home.net; medin@excitehome.net; holden@excitehome.net; nhuang@excitehome.net; lou@excitehome.net; louis@corp.home.net; lou@corp.home.net; ssilas@excitehome.net; rck@excitehome.net; peter@excitehome.net; mike@transmit.com;

bowenm@excitehome.net; markn@corp.home.net

Subject: The future of Excite@Home video distribution (Burst SMP) – click for demo

Importance: High

To: Excite@Home Streaming Media Team, Video Content Team, Content Engineering

Many of you have already been involved with Burst and the internal tests we've conducted. To summarize, Burst offers several benefits over other solutions we've been evaluating:

the benefits of download and play (predictable amount of total bandwidth required to download entire media clip and guaranteed high content quality experience with no "streaming-jitter" irrespective of network latency) – essentially allowing us to deliver larger format, higher bandwidth video with a guaranteed quality level

the advantages of streaming (clip does not have to completely download before play begins, longer duration clips can play without need to download entire clip)

redundant architecture with no single point of failure (even if a server goes down, subscriber content experience during play is unaffected)

reduced complexity trial and deployment through ASP and centralized server deployment options (also reduced CAPX as architecture eliminates need to deploy distributed servers at RDC or Head Ends)

What to look for:

Note ability to play 300 and 600Kbps videos without skipping, which we've all experienced with traditional streaming – even with video encoded at 56Kbps over high latency networks.

If you want to look at the network statistics, right click on the video clip, select Properties, click the Advanced tab, select the Burst filter, then Properties. For a more advanced client (with very cool graphing and more statistics) contact Nick Huang or me.

Again, as I am now "the commerce guy," I need to move off of this project and need someone from engineering to pick this up. Let me know who this should transition to as part of the Streaming Media Platform project, and I'll be happy to brief the respective parties. In the meantime, enjoy the show, and let me know if you have any questions.

Andrew

(formerly the King of Broadband)

Andrew Reback
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Excite@Home Commerce
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