Place:

DOCUMENT SUBMITTED UNDER SEAL

PUBLIC REDACTED VERSION

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Abelson Herron ...

DECLARATION OF DAVID PARK

I, David Park, declare as follows:

- 1. I am Executive Director, Mobile and Web Strategy, Audience Business for AOL LLC. During the period 1998 to September, 1999, I was a senior product manager for Netscape Communication Corporation's Netcenter division, and was responsible for coordinating Netscape's efforts in developing and launching SmartDownload. At various times, I was described as the "marketing lead" or "program manager." I have personal, first-hand knowledge of the matters stated herein and, if called to testify, could and would testify competently thereto.
 - 2. Netscape is not, and never was, an Internet Service Provider (ISP).
- 3. Netscape's Netcenter division was located in Mountain View, California, and that is physically where I worked while employed by Netscape in 1998 and 1999. The other Netscape employees with responsibility at this time for developing and launching SmartDownload also worked in Mountain View, California.
- 4. SmartDownload assists users in downloading certain types of files. During the period 1998-1999, users obtained SmartDownload by connecting to Netscape's web page and downloading the software from Netscapes's standard web servers, which were housed in Mountain View, California. Once downloaded to a users' computer, SmartDownload enabled a user who experiences a download interruption to resume the download at the point of interruption.
- 5. During use, the initial version of SmartDownload (Version 1.1) transmitted certain user information back to Netscape (like the URL of the file being downloaded) (the "Behavioral Data"). The Behavioral Data was sent to Netscape's standard web servers in Mountain View, California.
- 6. SmartDownload's behavioral targeting feature was included in the product design for technical reasons, and to develop marketing opportunities. As far as I know, Netscape never used the Behavioral Data for any purpose, including marketing purposes.

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	7.	During the period 1998 and 1999, I could have accessed the Behavioral
Data, as could	other	Netscape employees in my department. Also Netscape engineers, among
others, had acco	ess to	the Behavioral Data for technical purposes such as insuring the data was, in
fact, being reco	rded.	

- Attached hereto as Exhibit A is a true and correct copy of an internal 8. Netscape memorandum I prepared regarding SmartDownload.
- Attached hereto as Exhibit B is a true and correct copy of an e-mail 9. message I received on or about September 18, 1998 from Robin Zucker, another Netscape marketing employee.
- Attached hereto as Exhibit C is a true and correct copy of excerpts of a 10. deposition I gave in connection with the underlying SmartDownload litigations against Netscape and AOL. My testimony there is true and correct, and is incorporated herein by reference.
- 11. Attached hereto as Exhibit D is a true and correct copy of a Software Requirements Specification for SmartDownload. A copy of this document was sent to me for my review and approval.
- Attached hereto as Exhibit E is a true and correct copy of an internal 12. Netscape memorandum I prepared regarding SmartDownload.
- Attached hereto as Exhibit F is a true and correct copy of an e-mail message I received on or about September 30, 1998 from my then-supervisor, David Pann.

I declare under penalty of perjury of the laws of the United States of America that the foregoing is true and correct.

Executed this 11th day of January 2007 at Dulles, Virginia.

26

27

EXHIBIT A

Page I of 9

Augusta Feature Plan

Marketing Lead: David Park, x3739

Updated: 8/25/98

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Introduction

Problem: According to our Customer Service grup, number #1 problem our users face today is the inability to consistently download large files over low bandwidth and sometimes unreliable connections. It is very evident from reviewing the weekly customer support reports. As the download files become larger, continued customer frustrations can have direct impact on use of our download services. For example, the current version of Communicator is over 18mb and even with a very reliable connection, it could take over 2 hours to download using a 28.8 modem. If the user's download session is interrupted, he/she is forced to start the download process from the beginning no matter how far they got in their previous attempts.

Solution: Augusta is a client tool specifically designed to help our Customers downloading files from Netcenter. The key feature of Augusta is the download resume feature which allows Customers to resume an interrupted file download from the point of interruption without having to start all over from the beginning. By taking advantage of this feature, we should be able to reduce some of the frustrations users are experiencing. This would be a convenience value-add to users coming to Netcenter in search of Netscape products, plug-ins, patches, and/or shareware.

Some of the immediate benefits from Augusta include:

- resumable downloads from system crashes and network disconnects
- pause and resume downloads
- able to serve banner ads on progress bar
- can be implemented through out Netcenter including Netscape product download, shareware, and SmartUpdate
- can be used for any download site on the web
- · works for both IE and Nav/Comm users
- familiar progress bar UI for customer
- introduce a new MIME type designed specifically for download sites

Objective

Netscape clients

EXHIBIT Park 8

Date: 10/20/85

Reporter: David A. Kasdan, RMR, CRR

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Netscape clients, both Navigator and Communicator, are the most downloaded file from Netcenter. We hope to have the first implementation of Augusta to benefit those customers downloading our Client products.

Current, tentative schedule is to deliver Augusta with 4.5 RTM scheduled for end of October, 1998.

Netcenter Integration

It is our long term objective to introduce Augusta in all download sites in Netcenter including Netscape servers/tools, SmartUpdate, Shareware, plug-ins, and Software Depot.

Additional platorms and languages

Althought initial release of Augusta will be for Win95/98/NT platform, we will develop a version for the Mac platform.

Customers outside of the United States will benefit from Augusta and we will offer localized versions of this tool.

Related documents:

<u>Augusta Customer Scenarios and Benefits</u> <u>Conceptual UI Flow</u>

Glossary

IDP = Internet Download Profile (MIME type) with information specific to a particular file such as the URL, product name and version, etc.

'target file' or 'target download file' = product file selected by Customer for download for which an IDP file is generated and recognized by Augusta

Augusta Usage Scenario

Downloading a file with and without Augusta

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Customer #1

Visits Netcenter without Augusta installed to download Communicator, the target file

Customer #2

Visits Netcenter with Augusta already installed to download Communicator, the target file

All Customers

Customer locates the product link for Comm 4.5 and selects where to save the target file Netcenter detects platform, client, version, and whether or not Customer's client has Augusta already installed

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Customer #1

Customer actually downloads an executable Augusta stub embedded with instructions in the IDP MIME type.

Customer double-clicks on the Augusta stub to start the download of the target file Once download is complete, Customer is given a choice to keep Augusta and continue with installing Comm 4.5 or to remove it.

Keep it

Augusta executes the target file install executable and starts the install process.

Remove it

Customer left with target file install executable

Customer #2

Customer downloads only the IDP MIME type.

Augusta plug-in recognizes the IDP MIME type and starts the downlod of the target file Once the download of Comm 4.5 is complete, Customer is asked if Augusta should continue with the install of Comm 4.5

Continue

Augusta executes the target file install executable and starts the install process

Not Continue Customer left with target file install executable

Pausing a Download

All Customers

While downloading target file, Augusta displays a progress window.

The progress window displays a graphical representation of download progress, percentage complete, product (file) name, version, vendor name, etc.

Cancel

download

During the download, customer can choose to either pause or cancel the download

Pause

Customer is asked 'Do you want to continue |Customer is asked to confirm cancel of the download later?'

Okay

Progress Window .

closed Left with both Augusta stub and portion of

target file downloaded

Cancel Returned to progress window and download continues

Progress Window closed and portion of target file downloaded is removed

No

Returned to progress window and download continues

Resuming Previously Paused Downloads

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All Customers

Customer double clicks on the Augusta executable and is presented with list of files:

files that have been paused previously, percentage remaining

• files that are currently being downloaded, percentage complete

Customer can decide to resume downloading on the paused files as well delete/cancel the download either paused or current.

Summary of Features

- 1. Internet Download Profile (IDP) for each download from Netcenter
- 2. Downloading Augusta
- 3. Download UI
- 4. Dynamic Reconnect
- 5. Pause and Resume Download
- 6. File Verification
- Banner ads and buttons from Netscape during the download process
 Log information about the download session transmitted back to Netscape

Detail of Features

	Priorities
P0	Must have
P1	Need to have
P2	Nice to have
P3	If we have time

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		priority	In-house/ Outsourced	Note
Α	General Requirements Support for Win95/98/NT browser is highest priority. Support for Mac and Win 3.1 is next. No current plans for Unix support.			
1	Support for Win 95/98/NT	P0		
2	Support for Mac PPC	P1		
\equiv		1		CND A-

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	Support for Win 3.1	P2		4.5 client will not be offered i
	Support for 3.x Navigator and 4.x Communicator/Navigator	P0.		
I⊨	Support for 2.x Navigator	P2 ·		
E	Support for 3.x and 4.x IE	P0		
7	Support for FTP, HTTP, and HTTPS (for 128bit downloads)	P0		
8	SmartUpdatable using JAR format	P2		
9	Localized for non-English customers	P1		See section B
В	Internet Download Profile (IDP) MIME type This profile information supplied to Augusta will differentiate download experience from Netcenter from other download sites.		in-house	
A	 Augusta customer support e-mail address comments related to download Augusta download log send destination address 	PO		IDP MIME type can also be extended to include localized text which can then be used in the international version of Augusta UI. The executable would be the same as one offered on the US sites but the UI can be easily localized using IDP. New MIME type must be registered with a governing body. What format will IDP be in? • ascii for the first release • XML for subsequent releases
2	scan in content from Cnet shareware pages for FTP/HTTP/HTTPS address sequenced by reliability rating. Generate IDP MIME type.	P1	.	Currently being implemented putside of PDMS. May not be an issue with first release of Augusta.
	content generated by and maintained n PDMS		1	addition of new fields and modification to PDMS database may be required
	Downloading Augusta Experience			SDR coope

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1	Depending on whether or not the customer already has Augusta installed, the download experience will be different. Customers without Augusta: Customer downloads Augusta executable with profile from IDF MIME type for the target download file Customer double clicks on the downloaded Augusta executable file to initiate the remaining download process	Po	Spoke to Sven about using server resources to dynamically link the executable with the IDP MIME type. Furthere discussion s of how this will ibe implemented required. Preference would be to link them together versus having the Customer download Augusta first then the IDP MIME type.
2	Customer with Augusta: Customer downloads only IDP MIME type for the target download file Existing Augusta plug-in recognizes the IDP MIME type and immediately initiates the download using the profile maintained in IDP	P0	
D	Download UI It is very important that the UI has the look/feel of being native to the platform. Customer should feel comfortable using Augusta with having to learn a new set of commands and peculiarity of the UI. All components of UI should adhere to this guideline.		UI requirement
	When maximized, display download information: Moving progress bar with percentage complete complete product name if downloading from Netcenter and file name only from all other sites file size and bytes downloaded	P0	Ul requirement

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		•	•	
	time left in min.sec FTP/HTTP/HTTPS host server currently connected			
Ĭ	When minimized,			UI requirement
	 display percent complete in button on the task bar mouse over displays product name if downloading from Netcenter and file name only from all other sites 	P2		Win95/98/NT only
3	Detect presence of network connection and generate warning message if disconnected during download	P0		UI requirement
F				
E	Dynamic Reconnect with Server			
1	When connection with a server is lost, Augusta automatilically makes connection to an alternate site specified in the IDP MIME type.	P0		
2	Transparent to the Customer. No detectable disrupption to the download process.	P0		
3	Detect server that does not support byte-range and alert Customer that server does not support Download Resume	P0		UI requirement
F	Pause and Resume Download		·	
1	Maintain target file downloads in progress in temp file	P0		
2	Support for multiple instances of downloads	P0		
3	Reconnect to FTP/HTTP servers supporting byte range and attempt to reinitiate download from point of interruption	P0		
4	Customer can pause and resume target file download using Augusta	P0	•	
5	Detect presence of network connection and generate warning message if not connected when Augusta executabale is launched	P0		
\bigcap	Present Customer with both			Ul requirement

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6	download in progress and downloads that can be resumed	P0	
G	File Verification		
1	Verify that target file downloaded successfully without corruption	P0	
Н	Banner Ads and Buttons from Netscape		
1	support for banner ads and related URL click on banner opens new browser window pointing to URL from ad	P0	
	support for displaying downloading product name at task bar mouse-over on minimized Augusta	P2	Win 95/98/NT only
3	Permanent buttons promoting Netscape Netcenter and 3rd party vendor(s) with related URL Click on button opens new browser window displaying pointing to URL in the button	P0	
	serve ads only when the progress windows is active	P 0	does not impact download performance when in background
H			
I	Transmit Download Information back to Netscape Information about the download session is sent back to Netscape's log.		Currently trying to determine complete set of log requirement and process
1	FTP/HTTP/HTTPS host server	P0	
2	Target file name	P0	
	Number of times Augusta was paused before download	P0	
4	Netcenter user name	P2	

Tentative Development Schedule

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Milestone	start	end	notes
negotiations with developer partner		8/21/98	
start development .	8/24/98		
alpha		9/4/98	
Beta1		9/18/98	
internal QA	9/18/98	9/23/98	
Beta2	9/28/98		
internal QA	9/28/98	10/2/98	
Internal release	10/14/98		
GA	10/22/98		same as current scheduled RTM for Communicator 4.5

Issues/Concerns

- Time pressure for roll-out in 4th quarter and current plans to launch with Communicator 4.5 release
- QA resources from both Netcenter and CPD required for testing Augusta with both Netscape browser and 3rd party browsers including IE.
- 3. Lack of Netcenter engineering resources
- 4. Potentially significant modification to existing PDMS
- 5. Integration of Cnet content
- 6. Customer feedback on Augusta and its introduction of ads during download time.
- 7. Registration of IDP MIME type in time for introduction
- 8. Low priority for Unix client support
- 9. Customer support
- 10. Capabilities of partner developer

Follow-up Actions

- 1. Technical feasibility with Netcenter/CPD Engineering and Product Marketing
- 2. Selection of potential partner developer
- 3. Usability testing of UI and process
- 4. Coordination with CPD 4.5 team
- 5. Coordination with Netcenter Software Services team to work on integration with remaining services
- 6. Marketing plan
- 7. Coordination with Netcenter engineering, production, advertising and sales

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EXHIBIT B

Page 1 of 2

From: R

Robin Zucker

Sent:

Friday, September 18, 1998 2:10 AM

To:

davidp@netscape.com

Cc:

Mike Homer; Wayne Dyer; Lynn Carpenter; David Park; Robin Zucker; Dave Beckwith

Subject: Re: Notes from Meeting w/Modem Media concerning SmartDownload

All-

I think we should partner with several key advertisers, media rich companies to create a case study on the potential for use of this ad vehicle. I feel strongly that Intel can help us drive this (they have a strong media rich agenda).

The relationship potential with key advertisers combined with the use of some of the more interesting media rich formats would be a good story for us to share with the trades (ad and internet). I think this would be a fantastic opportunity to differentiate Netcenter and our ad products from our competition, while giving advertisers more innovative ways to communicate.

Here are some examples of ads that would work really well in this space...and that advertisers are excited about.

These ads allow the user to do everything from complete a transaction, register and play a game in a banner.

Play golf using with Mr. Jenkins of Tanquery fame http://www.thethinkingmedia.com/portfolio/index3.html

Banners that allow you to transact, print, play games and interact http://www.enliven.com/gallery.htm

Through my contacts at Modem I think we can get some feedback (ideally buy in) from John Nardone who heads up their media group and is a key player and thought leader in the industry.

Robin

David Pann wrote:

EXHIBIT

Date:

Reporter: David A. Kasdan, RMR, CRR

Mike, Waye, Lynn

Robin and I had a good meeting with some folks from Modem Media Poppy Tyson. We discussed the SmartDownload service/utility and the opportunity for media rich ads. Modem has worked closely with a number of thier clients to develop rich ads. They did a big campaign last year, in which Intel funded the production of the rich ads for a number of thier customers.

The feedback they gave us was that the SmartDownload utility was very clever and a good use of the time. They think it would be a good use of rich ads. They suggested Netscape

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work with Intel to develop a campaign around this utility to showcase 5 to 10 companies. Robin knows the contact folks at Intel and we will meet with them ASAP. The goal of the campaign would be to run for 1 to 2 months, generate the traffic and numbers to produce a white paper. This information would be used to line up other advertisers for this new service.

We also discussed the purpose of the ads. Whether they should be for click-thrus or branding. While the Modern folks realize the value of branding, thier customers see the potential value but have not bought into the internet as a branding source. Modern's customers are still looking for people to come to thier site, register or execute some e-commerce transation. Again collecting data and possible doing a branding study in association with this service might help distill the myth.

Robin and I agree that Modem has the right experience and attitude to help make the SmartDownload ad opportunity successful. They gave us great insight into the various ad servers and how they work and don't work with rich media ads. Don't assume AdForce will work with enliven or other rich media technologies. Robin and I are going to talk to Intel and get back intouch with the folks from Modem.

The Modem folks mentioned that thier creative directors in NY would be great people to brainstorm with about this opportunity. They would also be able to give us more insight into the branding vs. traditional ad models. Mike, I would like to try and setup a meeting with them when we are in NY or sooner if they are come into SF. It would be great to get all the creative folks in one room and see if this branding ad concept can be adopted.

Robin, please add your comments.

david

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EXHIBIT C

ORIGINAL

UNITED STATES DISTRICT COURT FOR THE DISTRICT OF COLUMBIA

SPECHT, et al.,

Plaintiffs,

Civil Action No. 00-CIV-4871 (AKH)(SDNY) 1

NETSCAPE COMMUNICATIONS, et al.,

Defendants.

WEINDORF, et al.,

Plaintiffs,

Civil Action No. 00-CIV-6219 (AKH) (SDNY)

NETSCAPE COMMUNICATIONS, et al.,

Defendants.

GRUBER, et al.,

v.

Plaintiffs,

Civil Action No. 00-CIV-6249 (AKH) (SDNY)

NETSCAPE COMMUNICATIONS, et al.,

Defendants.

CONFIDENTIAL -- SUBJECT TO COURT ORDER

Washington, D.C. Monday, October 20, 2003

The deposition of DAVID Y. PARK, called for examination by counsel for Plaintiffs in the above-entitled matter, pursuant to notice, in the

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New York

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offices of Wilmer, Cutler & Pickering, 2400 N Street, N.W., Conference Room 3NE, Washington, D.C., convened at 9:47 a.m., before David A. Kasdan, RDR-CRR, a notary public in and for the District of Columbia, when were present on behalf of the parties:

APPEARANCES:

On behalf of the Plaintiffs:

JOSHUA N. RUBIN, ESQ.
Abbey Gardy, L.L.P.
212 East 39th Street
New York, New York 10016
(212) 889-3700

On behalf of the Defendants:

PATRICK J. CAROME, ESQ.

LOWRY A. CROOK, ESQ.

Wilmer, Cutler & Pickering

2445 M Street, N.W.

Washington, D.C. 20037-1420

(202) 663-6000

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EXAMINATION BY COUNSEL FOR

WITNESS

PLAINTIFFS DEFENDANTS

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DAVID Y. PARK

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EXHIBITS

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Park No.	1		33
Park No.	2	. *	44
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Park No.	4		46
Park No.	5		46
Park Ño.	6 (To be attacl	ned)	99
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EXHIBITS

NUMBER	MARKED FOR IDENTIFICATION
Park No. 11	139
Park No. 12	144
Park No. 13	149
Park No. 14	152
Park No. 15	157
Park No. 16	162
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PROCEEDINGS
Whereupon,
DAVID Y, PARK
was called for examination by counsel for Plaintiffs
and, after having been duly sworn by the notary
public, was examined and testified as follows:
EXAMINATION BY COUNSEL FOR PLAINTIFFS
BY MR. RUBIN:
Q. Good morning, Mr. Park.
A. Good morning.
MR. CAROME: There are a couple of
preliminary things I would like to go through if
that's all right with you.
MR. RUBIN: Sure.
MR. CAROME: Just, first of all, I'm Pat
Carome, and along with Lowry Crook, we are here
representing Mr. Park both in his personal capacity
as well as representing the parties, the defendants
to this suit, Netscape and America Online.
And I will note that the deposition is
being taken pursuant to the May 20th, 2003, letter
agreement between counsel for parties in this case,
and subject to the limitations of that letter.
And also just to be clear, while Netscape
has gone to considerable efforts to make Mr. Park

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New York

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- 6
- 1 available at the plaintiffs' request, Mr. Park is
- 2 here testifying simply as an ordinary witness, as an
- 3 ordinary fact witness and not as a Rule 30(b)(6)
- 4 representative of Netscape or AOL. I think that's
- 5 understood. I wanted to make sure that was clear.
- 6 MR. RUBIN: That's fine. But presumably
- 7 you're representing him not only in his individual
- 8 capacity, and as representing Netscape, but
- 9 representing him in his capacity as an ex-employee
- 10 of Netscape?
- 11 MR. CAROME: Yes, all of those things,
- 12 that's correct.
- 13 BY MR. RUBIN:
- 14 Q. Mr. Park, I'm Josh Rubin, and I'm one of
- 15 the counsel for the plaintiffs in three cases in the
- 16 Southern District of New York against Netscape.
- 17 Are you familiar generally with what those
- 18 cases are about?
- 19 A. No, I'm not.
- Q. Are you familiar with a piece of Netscape
- 21 software called SmartDownload?
- 22 A. Yes, I am.
- Q. I goes first of all--I guess first of all I
- 24 should make a couple of preliminary requests,
- 25 please, to try to let me finish my question before

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- 17
- 1 O. How many interviews did you have at
- 2 Netscape before you were hired?
- 3 A. I believe I interviewed with four or five
- 4 individuals.
- 5 O. Do you recall who they were?
- 6 A. One person's name was Brian Byun, B-Y-U-N.
- 7 Second person's name was Doug Sawamura,
- 8 S-A-W-A-M-U-R-A. And another person's name was
- 9 Eckert, E-C-K-E-R-T, Walther, W-A-L-T-H-E-R. And
- there was probably a couple of other individuals who
- 11 I don't remember.
- 12 Q. Just for clarity, Eckert was the first
- 13 name?
- 14 A. Eckert was the first name.
- Q. And do you know who these people were?
- 16 A. I believe they were all in some sort of
- 17 product management role. I'm not sure of their
- 18 exact levels or exact title.
- 19 Q. Did you wind up working for or under or
- 20 reporting to any of these four people?
- 21 A. I reported to Deepak Puri.
- 22 Q. And what was your position in Netscape when
- 23 you started?
- 24 A. I believe my title was senior product
- 25 manager.

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- 17
- 1 Q. How many interviews did you have at
- 2 Netscape before you were hired?
- A. I believe I interviewed with four or five
- 4 individuals.
- 5 Q. Do you recall who they were?
- 6 A. One person's name was Brian Byun, B-Y-U-N.
- 7 Second person's name was Doug Sawamura,
- 8 S-A-W-A-M-U-R-A. And another person's name was
- 9 Eckert, E-C-K-E-R-T, Walther, W-A-L-T-H-E-R. And
- 10 there was probably a couple of other individuals who
- 11 I don't remember.
- 12 Q. Just for clarity, Eckert was the first
- 13 name?
- 14 A. Eckert was the first name.
- 15 Q. And do you know who these people were?
- 16 A. I believe they were all in some sort of
- 17 product management role. I'm not sure of their
- 18 exact levels or exact title.
- 19 Q. Did you wind up working for or under or
- 20 reporting to any of these four people?
- 21 A. I reported to Deepak Puri.
- Q. And what was your position in Netscape when
- 23 you started?
- A. I believe my title was senior product
- 25 manager.

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19

- 1 the question.
- 2 Was it your choice to move to the portal
- 3 space, or were you assigned to it?
- 4 A. It was my choice.
- Q. And what was your position when you made
- 6 that move?
- 7 A. I believe my title, again, was senior
- 8 product manager.
- 9 O. And what was the product at that point?
- 10 A. The product was the computing and Internet
- 11 channel.
- 12 O. So, this product wasn't the software
- 13 product. It was a web product?
- 14 A. Correct.
- 15 O. Now, can you tell me what your
- 16 responsibilities were as senior product manager for
- 17 the computing and Internet channel.
- 18 A. There were portions of the site that I was
- 19 responsible for. In particular was the
- 20 Communicator, of the browser downloads section of
- 21 the site, ensuring coordination with our client
- 22 division to make sure that we can effectively
- 23 distribute the browser, as well as any associated
- 24 web pages and working with our ad sales folks to
- 25 maximize revenue on those pages.

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- 1 Software Builders, and with probably Robin Zucker.
- 2 Q. When did those discussions begin?
- A. I believe again during the summer of '98.
- 4 O. And did those discussions concern how ads
- 5 would be targeted?
- 6 A. I believe we did have that discussion.
- 7 O. And what did you discuss about how ads
- 8 would be targeted?
- 9 A. I believe some discussions were about
- 10 understanding the URL of the users they were
- 11 downloading at that moment, and using the info
- 12 browser to show relevant content to that file being
- downloaded, which would have some advertising on the
- 14 content.
- 15 O. Was that ever done?
- 16 A. No, that was never done.
- 17 O. Why not?
- 18 A. It basically lost its focus, lack of
- 19 resources to maintain the initiative to have
- 20 targeted advertising.
- Q. Why? Why did it lose its focus?
- 22 A. Lack of resources.

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- O. Were there resources that had been
- 24 allocated to this project that were subsequently
- 25 withdrawn?

Hudson Reporting & Video. Inc. www.hudsonreporting.com

EXHIBIT D

EXHIBIT FILED UNDER SEAL

EXHIBIT E

Augusta Feature Plan

Marketing Lead: David Park, x3739

Updated: 9/22/1998

EXHIBIT Park //
Date: 000053

Reporter: David A. Kasdan, RMR, CRR

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Introduction

Problem: According to our Customer Service grup, number #1 problem our users face today is the inability to consistently download large files over low bandwidth and sometimes unreliable connections. It is very evident from reviewing the weekly customer support reports. As the download files become larger, continued customer frustrations can have direct impact on use of our download services. For example, the current version of Communicator is over 18mb and even with a very reliable connection, it could take over 2 hours to download using a 28.8 modem. If the user's download session is interrupted, he/she is forced to start the download process from the beginning no matter how far they got in their previous attempts.

Solution: Augusta is a client tool specifically designed to help our Customers downloading files from Netcenter. The key feature of Augusta is the download resume feature which allows Customers to resume an interrupted file download from the point of interruption without having to start all over from the beginning. By taking advantage of this feature, we should be able to reduce some of the frustrations users are experiencing. This would be a convenience value-add to users coming to Netcenter in search of Netscape products, plug-ins, patches, and/or shareware.

Some of the immediate benefits from Augusta include:

- · resumable downloads from system crashes and network disconnects
- pause and resume downloads
- · able to serve banner ads on progress bar
- can be implemented through out Netcenter including Netscape product download, shareware, and SmartUpdate
- · can be used for any download site on the web
- · works for both IE and Nav/Comm users
- familiar progress bar UI for customer
- introduce a new MIME type designed specifically for download sites

Objective

Netscape clients

Netscape clients, both Navigator and Communicator, are the most downloaded file from Netcenter. We hope to have the first implementation of Augusta to benefit those customers downloading our Client products.

Current, tentative schedule is to deliver Augusta with 4.5 RTM scheduled for end of October, 1998.

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Netcenter Integration

It is our long term objective to introduce Augusta in all download sites in Netcenter including Netscape servers/tools, SmartUpdate, Shareware, plug-ins, and Software Depot.

· Additional platorms and languages

Althought initial release of Augusta will be for Win95/98/NT platform, we will develop a version for the Mac platform.

Customers outside of the United States will benefit from Augusta and we will offer localized versions of this tool.

Related documents:

<u>Augusta Customer Scenarios and Benefits</u> <u>Conceptual UI Flow</u>

Glossary

IDP = Internet Download Profile (MIME type) with information specific to a particular file such as the URL, product name and version, etc.

'target file' or 'target download file' = product file selected by Customer for download for which an IDP file is generated and recognized by Augusta

Augusta Usage Scenario

Downloading a file with and without Augusta

Customer #1	Customer #2
Visits Netcenter without Augusta installed to	Visits Netcenter with Augusta already installed to
download Communicator, the target file	download Communicator, the target file

All Customers

Customer locates the product link for Comm 4.5 and selects where to save the target file. Netcenter detects platform, client, version, javascript on, and whether or not Customer's client has Augusta already installed.

	Customer #2
Customer actually downloads an executable Augusta	:Customer downloads only the IDP MIME type.
	Augusta plug-in recognizes the IDP MIME type and
Customer double-clicks on the Augusta stub to start	starts the downlod of the target file
the download of the target file	Once the download of Comm 4.5 is complete,
	Customer is asked if Augusta should continue with

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continue with installing Comm 4.5 the install of Comm 4.5	
	. .
Install it Augusta executes the target file install executable and Customer left with target file install executable starts the install process.	
starts the install process. Customer left with target file install executable	

Pausing a Download

All Customers

While downloading target file, Augusta displays a progress window.

The progress window displays a graphical representation of download progress, percentage complete, product (file) name, version, vendor name, etc.

During the download, customer can choose to either pause or cancel the download

Pause Customer is asked 'Do you want to continue the		Cancel Customer is asked to confirm cancel of download		
download later?	· :	Yes	No	
Okay	Cancel	Progress Window closed and	Returned to progress	
		eportion of target file	window and download	
Left with both Augusta stub	window and download	downloaded is removed	continues	
and portion of target file	continues			
downloaded				

Disconnected Downloads

All Customers

Customer is given a warning message that he/she has been disconnected from the net. Download is automatically paused.

Once reconnected, customer can resume download

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Summary of Features

- 1. Internet Download Profile (IDP) for each download from Netcenter
- 2. Downloading Augusta
- 3. Download UI
- 4. Dynamic Reconnect
- 5. Pause and Resume Download
- 6. File Verification
- 7. Banner ads and buttons from Netscape during the download process
- 8. Log information about the download session transmitted back to Netscape
- 9. InfoBrowser

Detail of Features

Priorities
P0 Must have
P1 Need to have
P2 Nice to have
P3 If we have time

	priority	In-house/ Outsourced	Note i
General Requirements A Support for Win95/98/NT browser is highest priority. Support for Mac and Win 3.1 is next. No current plans for Unix support.			
1 Support for Win 95/98/NT	P0 ·		
2 Support for Mac PPC	P1		. *
3 Support for Win 3.1	P2		4.5 client will not be offered in Win16.
Support for 3.x Navigator and 4.x Communicator/Navigator	P0		
5 Support for 2.x Navigator	P2		•
6 Support for 3.x and 4.x IE	P0		•
7 Support for FTP, HTTP, and HTTPS (for 128bit-downloads)	P0		128 bit download in release 2
8 SmartUpdatable using JAR format	P2	•	
9 Localized for non-English customers	P1 ·		See section B

P₀

Localization will start with release 2

Internet Download Profile (IDP) MIME type

B This profile information supplied to Augusta will differentiate download experience from Netcenter from other download sites.

For each download file, IDP MIME type will maintain:

- URL for primary and up to 4 alternate
- target download file size
- target file product name
- product version
- product description
 - name of developer of product
 - Augusta customer support e-mail address
 - comments related to download
 - Augusta download log send destination address

scan in content from Cnet shareware pages 2 for FTP/HTTP/HTTPS address sequenced by P1 reliability rating. Generate IDP MIME type.

content generated by and maintained in 3 PDMS

Downloading Augusta Experience

C Depending on whether or not the customer already has Augusta installed, the download experience will be different.

Customers without Augusta:

 Customer downloads Augusta executable with profile from IDP MIME type for the target download file

P0 Customer double clicks on the downloaded Augusta executable file to initiate the remaining download process

2 Customer with Augusta:

P0

in-house

in-house

IDP MIME type can also be extended to include localized text which can then be used in the international version of Augusta UI. The executable would be the same as one offered on the US sites but the UI can be easily localized using IDP.

New MIME type must be registered with a governing body.

What format will IDP be in?

- ascii for the first release
- XML for subsequent releases

in-house

Currently being implemented outside of PDMS. May not be an issue with first release of Augusta.

in-house

addition of new fields and modification to PDMS database may be required

Spoke to Sven about using server resources to dynamically link the executable with the IDP MIME type. Furthere discussion s of how this will ibe implemented required. Preference would be to link them together versus having the Customer download Augusta first then the IDP MIME type.

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- Customer downloads only IDP MIME type for the target download file
- Existing Augusta plug-in recognizes the IDP MIME type and immediately initiates the download using the profile maintained in IDP

Download Ul

UI requirement

UI requirement

It is very important that the UI has the look/feel of being native to the platform.
Customer should feel comfortable using Augusta with having to learn a new set of commands and peculiarity of the UI. All components of UI should adhere to this guideline.

When maximized, display download information:

- Moving progress bar with percentage complete
- complete product name if downloading from Netcenter and file name only from all other sites
 - file size and bytes downloaded
 - time left in min.sec
 - FTP/HTTP/HTTPS host server currently connected

When minimized,

UI requirement

 display percent complete in button on the task bar

 mouse over displays product name if downloading from Netcenter and file name only from all other sites Win95/98/NT only

Detect presence of network connection and 3 generate warning message if disconnected P0 during download

Ul requirement

E Dynamic Reconnect with Server

When connection with a server is lost, Augusta automatilically makes connection to an alternate site specified in the IDP MIME type.

PO

P2

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	•		
Transparent to the Customer. No detectabe disrupption to the download process.	le _{P0}		
Detect server that does not support byte-			UI requirement
3 range and alert Customer that server does	P0		Di requirement
not support Download Resume	·		
F Pause and Resume Download			
Maintain target file downloads in progress in temp file	P0		
2 Support for multiple instances of downloads	· · · · · · · · · · · · · · · · · · ·		
Reconnect to FTP/HTTP servers supporting			
3 byte range and attempt to reinitiate downloa from point of interruption	d P0		
4 Customer can pause and resume target file download using Augusta	P0		
Detect presence of network connection and	•		
5 generate warning message if not connected when Augusta executabale is launched	: P0		
Present Customer with both download in	70		UI requirement
6 progress and downloads that can be resumed	P0		
G File Verification			
Verify that target file downloaded	P0		
successfully without corruption	•		
H Banner Ads and Buttons from Netscape	•		4
support for banner ads and related URL			GIF and animated GIF only
1 click on banner opens new browser window pointing to URL from ad	P0		
support for displaying downloading product	<u></u>		Win 95/98/NT only
2 name at task bar mouse-over on minimized Augusta	P2		
Permanent buttons promoting Netscape			
Netcenter and 3rd party vendor(s) with 3 related URL	DO		
Click on button opens new browser window	P0		•
displaying pointing to URL in the button			
serve ads only when the progress windows is			does not impact download
4 active	P2	•	performance when in
		•	background
Transmit Daniel and References			
Transmit Download Information back to Netscape	Will not be		Currently trying to determine
Information about the download session is	implemented		complete set of log requirement and process
sent back to Netscape's log.	in release 1		and process
1 FTP/HTTP/HTTPS host server	P1		
2 Target file name	P1 -		
•			•

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- 3 Number of times Augusta was paused before P1 download
- 4 Netcenter user name

P2

InfoBrowser

- J Display HTML pages in a chrome-less browser window
- 1 launched and positioned when Augusta starts
- Launch only 1 browser window even during
- multiple downloads
- 3 chromeless browser
- 4 size of window controlled by server

Tentative Development Schedule

Milestone	start	end	notes
negotiations with developer partner	·	8/21/98	
start development	8/24/98	,	
alpha	1	9/4/98	1
Beta1	:	9/18/98	
internal QA	9/18/98	9/23/98	
Beta2	9/28/98		
internal QA	9/28/98	10/2/98	
Internal release	10/14/98		
GA	10/22/98		same as current scheduled RTM for Communicator 4.5

Issues/Concerns

- 1. Time pressure for roll-out in 4th quarter and current plans to launch with Communicator 4.5 release
- 2. QA resources from both Netcenter and CPD required for testing Augusta with both Netscape browser and 3rd party browsers including IE.
- 3. Lack of Netcenter engineering resources
- 4. Potentially significant modification to existing PDMS
- 5. Integration of Cnet content
- 6. Customer feedback on Augusta and its introduction of ads during download time.
- 7. Registration of IDP MIME type in time for introduction

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- 8. Low priority for Unix client support
- 9. Customer support
- 10. Capabilities of partner developer
- 11. support for 128bit HTTPS downloads

Follow-up Actions

- 1. Technical feasibility with Netcenter/CPD Engineering and Product Marketing
- Selection of potential partner developer
 Usability testing of UI and process
- 4. Coordination with CPD 4.5 team
- 5. Coordination with Netcenter Software Services team to work on integration with remaining services
- 6. Marketing plan
- 7. Coordination with Netcenter engineering, production, advertising and sales

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EXHIBIT F

Re: Updated changes to final release

REDACTED



Subject: Re: Updated changes to final release Resent-Date: Wed, 30 Sep 1998 20:40:49 -0700 (PDT)

Resent-From: augusta-pd@netscape.com

Date: Wed, 30 Sep 1998 20:40:42 -0700 From: davidp@netscape.com (David Pann)

Organization: Netscape Communications

To: David Park <dpark@netscape.com>

CC: augusta-pd@netscape.com

see comments

David Park wrote:

Jim, Boris, and Phil:

I've updated the 'Changes' doc that I sent you this morning. This includes some important points that came up with our engineering team.

I want to make sure that we do a feature freeze at the EOD on Thurs, 10/1 if not earlier. This is critical so we can start testing with the final release bits (currently scheduled for Mon, 10/5).

I've attached the client mock up design. Only change I request to this is to move up the 'Advanced' button away from pause/resume/cancel buttons.

Robert is working on giving you access to the public server.

LET ME KNOW IF THERE IS ANYTHING THAT YOU NEED FROM US THAT IMPACTS THE DELIVERY OF THE FINAL RELEASE BITS.

David Park
Netscape Communications Corporation
Netcenter Division
dpark@netscape.com
650-937-3739

Changes required to the Augusta Client, release 1.0

EXHIBIT

9/30/1998

,

Date: 10/20/02

Reporter: David A. Kasdan, RMR, CRR

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1 of 3

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Ke: Updated changes to final release

Most of the following changes are from discussion with team and M. Homer on 9/29/1998

Primary goal is to slim down the Client as much as possible to maximize the InfoBrowser.

1. change in GIF ad size to 230x33. Same size as ad found on home page.



2. Add 'Click Here!' text under ad will be irrelevant if we ever disable the ad

Can the client detect if the add is real and then ad the text. This text causes users to actually click on the ad as studies have shown.

- 1.
- 2. InfoBrowser can be closed independent of the Client
- 3. If InfoBrowser is closed, relaunch the window whenever Client is made the active window
- 4. When a download session starts, send back information on site and file being downloaded to Netscape
 - · will be used in the future to personalize content of InfoBrowser
- When a download session starts, send back information on version, language, platform of Augusta to Netscape
 - will be used in the future when bug fixes and new version is available. Also will be important when the tool is localized for international customers.
- 6. remove the help button
 - Help info will be made available from InfoBrowser
- 7. changes to the Advanced button
 - · add check box for 'Enable "Download Profiling"
 - pre-checked
- 1. pause and resume are 2 separate buttons
- 2. Client on top with InfoBrowser on the bottom
- 3. New logo on main Client windows to state 'Powered by NetZIP'. Remove Free Upgrade' text but add 'Click Here!'
- Logos on dialog boxes and message boxes other than the main Client window will not be clickable and are graphic images only.
- 5. changes in 'Download Successful' dialog boxes
 - number of buttons, their order and accompanying text
- 6. Current build of Augusta gets activated when downloading 128bit HTTPS download and hangs. This needs to be disabled since we agreed that HTTPS downloads will not be supported. We are working on moving the 128bit software to HTTP/FTP in which case Augusta should work.
- 7. During install of Augusta, if the user already has an association set, we should not over-ride it. We

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2 of 3

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Re: Updated changes to final release

can ask them at that point whether they'd like to reset those settings AND specify the what file types we are overriding. This is a consistent behavior of other plug-ins that need to reset MIME type associations.

- 8. server.ini
 - we will define the file naming convention for this file
 - We want to avoid any possible negative press for the silent installing the Augusta plug-in. Therefore, we'd like to implement a flag in the server ini file that Augusta would check for. If the flag is off, Augusta will prompt the user before installing. The default flag is on to do the silent install. If the user decides not to install, the download should not be interrupted.
 - o If and when we choose to disable the ad in the Client, the server ini file will store location of GIF file to be downloaded
 - will store ad refresh rate
 - o flag to turn on/off the Infobrowser. Default would be on which means that we spawn a new browser window.
- 9. We need to make sure that the user can do a complete uninstall of Augusta. This includes not only removing the program files but removing the MIME type associations.

David Pann < davidp@netscape.com>

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Group Manager, Software Services & Computer& Internet Channel

Netscape Communications

Netcenter

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