

# EXHIBIT 16

**From:** Steve Hanna <steve@computerwizards.com>  
**Sent:** Thursday, October 10, 2002 8:09 AM  
**To:** cwcall@computerwizards.com  
**Subject:** Yesterday in CWC (Tuesady-Wednesday, 10/8-9/2002)

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Note: you will see a duplicate of this in the form of a reduced version that I am sending to leaderdev this morning .....

**GENERAL:**

Mike & Jerry had meetings and demos Tuesday and Wednesday; Mike and Jerry are in Cleveland today for meetings and demos (Mike indicated that the Mars demo would be some time around 9:30 this morning).

\*\*Mike & Jerry are talking with a large company that is a long distance phone service provider or sorts .... they are more of a broker, buying and selling from all the major carriers and as a result, they can resell minutes in bulk at a much reduced rate. Jerry feels that we can cut our long distance phone costs in half, thereby allowing us to lower our price on LP and/or increase our profit margin.

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**Financial Status:**

Mike received confirmation late yesterday for depositing the investor funds; this will be deposited this morning; Leader will work with the bank to make these funds immediately available such that we can get & deposit a check today from Leader. At this moment we are still projecting a Tuesday pay date.

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**PERSONNEL Misc.:**

Travel / vacation:

- o Jeff out most of Monday and Tuesday
- o I was in Columbus Monday and Tuesday
- o Eric was in Columbus Tuesday and Yesterday

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**DEVELOPMENT OVERVIEW:**

-We are in the midst of an extremely important and demanding development cycle. With our limited resources we have to support activities on a variety of fronts, and that is frustrating for all of us ..... but that is just the way it has to be right now.

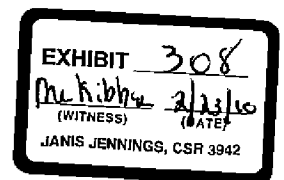
We are asking for as much of your time as you can give now in support of these tasks.

Below is an attempt to summarize the different efforts and who is working these primarily, at this time.

\*\*L2L : we have verbally committed to selling a system to Boston Scientific; in general, the current level of functionality is sufficient for the initial roll out to Boston Scientific (with some exceptions .... one being the implementation of the Idea Registry). Below are the current tasks associated with L2L:

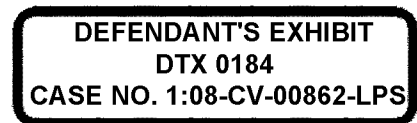
- 1)Performance -> 1st order is implementing VBSF 3.01 in the application ... Tim, Jeff  
-> 2nd order will be use of Optimizit across the updated system .... Jeff

- 2)U/D Mars -> work through current problems on main as we did for LP and u/d Mikes demo & beta machine so that the code gets more exercise .... Mark (POC), Andrea, Wendy, Kim (Dave and Steve testing)



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3)Idea Registry Implementation -> Betsy

**\*\*SC:** Mike & Jerry tell us that they have a customer (SWACO) and they feel that a contract could be in place within 1-2 months: -> Eric and Bill primary (Tim and Bud part time)

**\*LP Redundant system = Brad and Jeff, and Bud**

**\*LP production system support -> all as required .... right now we do not have a 'next update' scheduled and will try to delay work in this area**

\*\*\*\*\*

**NON LEADER CUSTOMER ACTIVITIES:**

- o DuJour: DOWN
- o UVJVS: n/a
- o Spammotel: experienced a major slowdown over night Tuesday, starting in the evening; Bud was able to remove a bad email that was monopolizing the majority of the system resources; also, Jeff has been spending some time working with the new Spammotel server
- o Atlas - n/a

**LEADERPHONE(tm) Support & Development:**

- o Following the Monday night production update, a problem was discovered in the Sales tool (this was found by Brad Dorsey); Betsy fixed this Tuesday afternoon and a small update was done Tuesday night.
- o Yesterday, another issue was uncovered in the Backoffice arena that resulted in a customers cc being rejected .... something to do with the user's address processing; Bill fixed this problem and made the change on production as well.
- o we are going forward with the changes to get CTI and the Application using common vbsf jar files.
- o various members of the team are working actions/research tasks associated with establishing the redundant LP system

**L2L:**

- o we have shifted our focus back to L2L; we are targeting an update to Mars as soon as we can get the code on cleaned up; Mark is the POC for this effort, and we will be creating a CVS branch today

**MILESTONES:**

- o move the Beta equipment suite from Leader to the hosting facility (Adelphia).... TBR ?????
- o start the external beta with external customer(s) .... TBR ?????

**SC:**

-Bill and Eric are the primary resources working this. We have turned the heat up on this based on the understanding from Mike that he is working a deal for implementing the SC capability at SWACO.

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