EXHIBIT C

hey mark,
i just called your cell phone for hte third time this
morning. i didn't receive a call last night on the
hill. i made the error of not bringing your phone
number up there wiht me, but i called down to 1831 and
asked them to forward you to hill, and they did, and i
received no phone call at 6:30. i was waiting wiht the
phone in my hand.
i went thru the spec thoroughly this morning and found
2 very clarifying pieces of info:

1. In the non technical explanation:
Under #4. Adjuster Preference Scripts
We hand wrote the following phrase as "e."-
"A script that allows Back End Administrators to view
and edit all intersections within a given city through
a drop down menu bar."
and there is your initials and pauls.
this clearly states "intersections," not individual
photographs. This is precisely why I was present at
this meeting. Why I traveled 10 hours to be present at
the spec signing. Because I needed to ensure that the
Back End Cleanup was included in the design. I can not
clean the back end without an intersection search. It
was I, if you recall, who suggested the idea that "e"
was included in the spec. And on our copy it is in my
handwriting. So I believe this completely resolves the
issue of whether or not you are responsible to include
an intersection search in the back end. Paul had
emailed you a copy of the document that I wrote
yesterday that included a detailed explanation of how
that needs to behave.

2. In the actual contract itself, under #3 Payment
Terms, states:
"Late fees are agreed to be a 5% deducation for the
seller if project is not completed by due date and an
additional 1% deducatin for each day the project is
late thereafter."
You had two weeks after Andy Reed submitted his work
to you to complete the project. Yes, there are 2
pieces of info on our end that were missing that would
stop you from completing the project in its finality.
However, those 2 pieces are inconsequential to getting
the uploading system ready and functional and getting
the intersection search created. From reviewing our
email history with paul it is clear that days would

pass before you would respond to his emails, and days
would pass between your communication wiht your
teammates, so clearly the delay in this project is on
your end. You don't need the verisign info to complete
the essential parts of the database.
And as is stated under payment terms you have far
exceeded your deadline. The info we are missing on our
end is out of our control and Paul specifically wrote
you in email that we have to forgo it until we get the
info. So each day that passes beyond the deadline is a
deduction on your final payment.
I read your email where you asked for a new deadline
to be set. This extension is due to your poor
communication, not due to not having the email package
and the verisign.
I recognize that other than this tremendous lag over
your due date and your poor response time to our
inquiries, you've done a great job on the database. I
would like to see this resolved. I want an uploading
system that I can rely on and at the very least the
outline of the Back End that I have asked for. I
expect a date to be set as to when I will see the
intersection search, as I've specified, up and running
on streetfax.com   I have employees that are out of
work Mark, people who have to make a living and feed
their children. I need to know when this will be
running. If you decide to take vacation and not put
your full energy into the project that decision will
be reflected in your final pay.

As for uploading, we have sent two seperate files to
upload from two different computers and followed jeffs
instructions and they have both failed. This obviously
must be remedied. I will be communicating with jeff
about this issue since it is clearly his dept.

HERE IS THE EMAIL THAT PAUL MAILED YOU LAST NIGHT THAT
OUTLINES WHAT OUR NEEDS ARE ON THE BACK END, AS WELL
AS ADDRESSING OTHER CONCERNS THAT MUST BE IRONED OUT.

1. speed limits are not appearing as they should.

2. Rejecting already uploaded photos.
a concern that i have about uploading is that when a
photo is uploaded that has the same file name as
another photo that already exists on the database, i
noticed that the database will replace it, and call it
updated. this is a big problem. our previous database
would reject the photo and say it already existed, and
hte only way it could be entered is by changing the
file name, or deleting hte old photo on the database
and uploading the new one. so this feature of
"updating" the photo is useful for that purpose, but
it eliminates our only safeguard of ensuring that

errors on the photographers or labelers end are
detected. oftentimes two different photos will receive
the same file name, due to error. so i need some way
of detecting that.
the ideal scenario would be for the duplicates to be
placed into a seperate folder on the database where
the back end team could go thru them and rename them
if need be, then reupload them?

3. When one is on the back end, on "search database
for photos", and selects a result to open, we are
kicked back to the home page. This needs to be
changed.

4. BACK END MODIFICATIONS
As I understand it, there was no detailed description
in the spec clarifying how the back end cleanup tools
would behave, which infers that the customers would
determine how it has to work, and that the final
product needs to actually be able to perform the
function of doing cleanup. I'd be more than happy to
be educated on how I could possibly perform cleanup
and varification of photos and intersections when
there is no scrolling bar of intersections.

The ideal setup for the modify/delete photos link
would be that both searches on the page would bring
you to the full intersection and give you the option
of modifying or deleting a photo.
my thoughts about "edit image photobase" link are that
the scrolling menu would be a great tool if there were
no directions and only the 2nd and 3rd fields listed,
as we had spoken about. And they were done so in
alphabetical order. so 10th
street would be listed with every street that
intersects it. this is a great tool in scrolling thru
to find spelling errors or intersections that have
only one photo in it.

So the scrolling menu needs to have the number of
photos listed
next to each street intersection. when you selected
that
intersection all the photos would show up in the
results and next to
each photo there would be an option to modify or
delete it. It would appear as is demonstrated below:
main=n miami blvd 5
main=tutor str 4
main=ugly blvd 1
monroe blvd=elm str 3
monroe blvd=evergreen way 4
and so on

As well, another important function is to be able to
view all the photos, or at least four at a time, on
one page when one is cleaning up the back end.
Oftentimes we are going through making sure that all
the photos match up. We need to look at one photo and
compare it to the next. The best setup would be a tic
tac toe setup.

The manage photos link should list all the photos as
it does, each direction, but have all the ones
belonging to an intersection lumped together. It
should behave also with the capability to
modify/delete. in essence i'd like the manage photos
link to
be the same as the "search the database for photos"
link
with the additional feature of being able to
modify/delete.

One more important modification is that on the
scrolling bar, when one selects a city and then
scrolls thru the lists of photos, if I choose another
city and need to review that citie's photos, whatever
city is on the top of the list remains as the
highlighted city. This is very confusing when a back
end teammember has 5 windows open and is trying to go
between towns to compare intersections or photos. The
town needs to be highlighted that is actually present.
It's easy to loose track of what town is actually
listed there.

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5. Informational question
when i'm cleaning up the back end, can i upload photos
that are labeled as such
m=sw 34th str=sw 4th ave=dce
the dce part is what i'm referring to. those are
internal abbreviations for problem photos. paul wasn't
sure what the program would do with random letters it
didn't identify in the the 4th field.

--- Mark Elliot Zuckerberg <mzuckerb@fas.harvard.edu>
wrote:
> Karin,
>
> Were we supposed to speak at 6:30 this evening? I
> tried giving you a call
> on the number you've used to call me and no one
> answered. Then I called
> back and someone answered and said you were up the
> hill and gave me a
> number which I tried which was also not answered. I

> am going out tonight
> at 8:30 so please give me a call before then if you
> get this message. I
> am going away with my family early Friday morning
> and I am going to need
> to spend most of tomorrow cleaning the apartment I
> stayed in for the
> summer here in Boston, so it would really be best if
> we spoke this
> evening. I won't be able to communicate with you
> while I am away with my
> family, but I should be able to do work, so as long
> as we speak about what
> needs to be done before I go away, those days will
> not be completely lost.
>
> Mark
>
>

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