

EXHIBIT E

From: Karin Petersen <KPetersen@StreetFax.com>
Sent: Wednesday, January 7, 2004 9:05 PM
To: mark zuckerburg <mzuckerb@fas.harvard.edu>
Subject: servepath is working on our server

hi mark
just wanted to let you know what had occurred with servepath. they finally responded to the issue of our slowdown,

they said
Your server is negotiating at 100 half Duplex , I would like to move you to a different switch in our new facility

so they're working on it now. all the details are below...

as well, how are you making out with the changes to the site? has jeff uploaded his changes to the dispatch pages?

karin

Hello,

We are taking your server offline now.

ServePath Support

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

To: KPetersen@StreetFax.com

From: helpdesk@servepath.com

CC:

Date: 1/7/2004 9:30:18 AM

Subject: Re: Emergency Support Ticket for ServePath [#31454-3225#]

Sorry I , enter the wrong IP info :

TRANSIT IP is 216.93.183.30 ; This Ip maintains you VLAN. This will be the IP that will change

Transit LAN: 216.93.183.28/30

Customer LAN: 216.93.183.152/30

Regards,

Richard

ServePath Tech Support

%%Got Backups ! %%

<http://www.servepath.com/servers/additional.htm#backup>

<https://www.servepath.com/ssl/ticket.htm>

<http://www.servepath.com/support/faqs.htm>

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

To: KPetersen@StreetFax.com

From: helpdesk@servepath.com

CC:

Date: 1/7/2004 9:14:02 AM

Subject: Re: Emergency Support Ticket for ServePath [#31454-3225#]

hello,

** what does negotiating at 100 half duplex mean? is that an indication that we're moving slow? Running at half duplex

instead of FULL duplex means that you are not connect with the best possible speed . Collisions can occur frequently .

** what are the effects of moving us to a different switch? Better performance

** What is a transit IP? Your transit IP is 216.93.171.126 This is the IP that maintain your VLAN ,
Your IPs are 216.93.172.248 ~ 216.93.172.251 & 216.93.175.48 ~ 216.93.175.51

Transit LAN: 216.93.171.124/30
Customer LAN: 216.93.172.248/30
216.93.175.48/30

you can have downtime anytime during hte day if our pages
will still be up and functioning. if they wont' be then 5pm is the time to
do it.

The server will be down during this time so we will do this @ 5:00pm

Regards,
Richard
ServePath Tech Support
%%Got Backups ! %%
<http://www.servepath.com/servers/additional.htm#backup>
<https://www.servepath.com/ssl/ticket.htm>
<http://www.servepath.com/support/faqs.htm>

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

To: <helpdesk@servepath.com>
From: KPetersen@StreetFax.com
CC:
Date: 1/7/2004 8:59:22 AM
Subject: Re: Emergency Support Ticket for ServePath [#31454-3225#]

Hi Richard
Could you break that down into laymens for me?

> Your server is negotiating at 100 half Duplex , I would like to move
you to a different switch in our new facility .
what does negotiating at 100 half duplex mean? is that an indication that
we're moving slow?

what are the effects of moving us to a different switch?

I will need one hour downtime to move your server , you will get a new
transit Ip but you main will remain the same .

>
> Please provide me with a 1 hour downtime.

As far as downtime goes, 5pm is a great time for the server to be down. What
is a transit IP? you can have downtime anytime during hte day if our pages
will still be up and functioning. if they wont' be then 5pm is the time to
do it.

i'd really appreciate some answers to my questions. i've never rec'd answers

from servepath to my questions.

thanks richard

>
>
>
> Regards,
> Richard
> ServePath Tech Support
> %%Got Backups ! %%
> <http://www.servepath.com/servers/additional.htm#backup>
> <https://www.servepath.com/ssl/ticket.htm>
> <http://www.servepath.com/support/faqs.htm>

> -----Original Message-----

> To: <emsupport@servepath.com>
> From: kpetersen@streetfax.com
> CC:
> Date: 1/7/2004 8:38:38 AM
> Subject: Emergency Support Ticket for ServePath

>
> The following form contents were entered on 7th Jan 4
> Date = 7 Jan 4 16:38:03
> subject = Emergency Support Ticket for ServePath
> resulturl = <https://www.servepath.com/support/thanks.htm>

> CustomerNumber = 11606

> MyServePathPassword = GCYwgMc710

> Name = Vira Ceglia

> Email = kpetersen@streetfax.com

> PhoneNumber = 727 490 5751

> IP_Address = 216.93.183.153

> Product = BusinessPath

> OS = Linux

> ControlPanel = Plesk

> Type of Issue: = Server Not Pingable

> Description of Question or Problem: = we've been having a slowdown of service for the last week. we have a large database of photos- around 300,000 jpegs, that we download and clean through at around 40,000 at a time. we are unable on the backend to consistently download these photos. sometimes it is fast. most of the time it is not. i submitted a ticket last week and i rec'd a response that they tested it and it was quick. and it sometimes is, but it isn't now. and if you test it you may or may not get a fast time. but we have an office in upstate ny that can not access the files now and i'm in florida and am experiencing hte same slowdown, so its not our isp. so something more has to be done other than testing the line speed, because it is working sometimes and not other times. usually in the a.m. it is consistently slow. in the afternoon it is often working. i have a staff of 8 people that have been sitting around all week while the service flutters in and out.

>
> Submit = Submit Ticket

>
>
>
>
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