

EXHIBIT M

From: Mark Elliot Zuckerberg <mzuckerb@fas.harvard.edu>
Sent: Wednesday, July 30, 2003 8:42 AM
To: paulceglia@msn.com
Subject: Documentation (fwd)
Attach: StreetFax Back-End Documentation.doc

Paul,

As of this morning, all of the functionality is present and polished in the website. My partner and I took all of your points into account when working on the last set of revisions, and you will find that all but a few minor points have been incorporated into this version of the site. The two things I can think of that are not present yet are the hourglass image on the search results page (it turns out the image has a white background and didn't display well on the green, so I'll have to get a new one from Andy) and the implementation of the latest syntax for sentence generation. I have programmed in all of the latest syntax for the sentence generation, but since all of the pictures currently in the database use an older standard which is not always compatible with the newer one, I decided to keep the older sentence generation engine in there for the tests so you could get a feel for everything.

I looked into what's going on with the emails. It looks like the cheapest option for unlimited emails will be a 30 domain license for \$199 from Plesk. The only other option that I could find on the site was a 10-pack of 10 domain licenses for \$1000, with no added advantage. Once we get those licenses, I'll show you how to add any email address you want. The other thing we're waiting on at this point is Verisign. Once that's in place, I'll add an extra page for billing in the special requests sequence to interface with it. I'll also make a page where adjusters can purchase accounts with credit cards directly from the site. Neither of these two scripts should require any major changes to the database since the billing info won't be stored there (it will be stored by Verisign) so there will just be a bit of scripting to do.

So this should basically be it. I expect that you'll request many small changes, so we'll take care of those as they come up. Feel free to let me know if you want anything to be changed whether it's just something small in the layout or some actual functional detail.

My partner has written up extensive documentation for the backend which you can use for reference and for direction as you test the system. If you have any questions about the system, feel free to get in touch with me as they come up. Note that you should log in as admin/admin.

It has been very nice working with you so far, and I am confident that this product will meet your expectations for this round of development.

Mark

----- Forwarded message -----
Date: Wed, 30 Jul 2003 05:45:19 -0400

From: Jeff Kazen <kazen@optonline.net>
Reply-To: Jeff Kazen <kazen@post.harvard.edu>
To: Mark Zuckerberg <mzuckerb@fas.harvard.edu>
Subject: Documentation

OK, everything is nice and pretty and is working perfectly.

Attached is the documentation. It's also available via the "help" link on the toolbar.

Paul should login tomorrow as admin/admin

He can then do whatever he wants with the site.

Since it's 5:44AM, I don't think I'm going to be up much before noon. Call my cell phone if there's anything urgent, I'll have it near me.

-Jeff

From: paul ceglia <paulceglia@msn.com>
Sent: Wednesday, November 19, 2003 11:53 AM
To: mzuckerb@fas.harvard.edu
Subject: You are Awesome!

Wow I cant believe the difference. This is absolutely the best. I cant believe we will lose any clients now! a real improvement for the adjusters efficiency. Thanks so much for pushing to get this done. I think it is really going to help alot in tomorrows meeting. Ill let you know how it goes tomorrow and on tuesday. Tuesdays looks really good. all the best, Paul

PS Please let me know what Kalas (web girl) passwords are.

>From: Mark Elliot Zuckerberg <mzuckerb@fas.harvard.edu>
>To: paul ceglia <paulceglia@msn.com>
>Subject: Re: are you out there mark?
>Date: Wed, 19 Nov 2003 03:23:13 -0500 (EST)

>
>It's really fast now...less than 10 seconds for each load I think. Let me
>know if there are any issues.

>
>Mark

>
>On Wed, 19 Nov 2003, paul ceglia wrote:

>
>> Well it seems like good news, if we have found the culprit. will we be
>> risking anything besides not finding the pictures that are uploaded
>during
>> those daysn when the lists are not refreshed?
>>
>> I just built a easel out of bamboo. the things you find your self doing
>at
>> this time of night. Ill check it out in the am. thanks for the effort. I
>> feel confident that it will pay off with either Geico or USAA, hopefully
>> both!

>> Ill send you some electronic coffee. have a fun night,
>Paul

>>
>>

>>>From: Mark Elliot Zuckerberg <mzuckerb@fas.harvard.edu>
>>>To: paul ceglia <paulceglia@msn.com>
>>>Subject: Re: are you out there mark?
>>>Date: Wed, 19 Nov 2003 01:44:20 -0500 (EST)

>>>
>>>Okay so I've started precomputing the lists and it looks like that is
>>>definitely what's taking a long time. So I'm going to be running
>scripts
>>>that precompute all the lists tonight and it should be running quickly
>in
>>>the morning.
>>>

>>>Mark
>>>
>>>On Tue, 18 Nov 2003, paul ceglia wrote:
>>>
>>>> hey man its about 10:40 just checkin to see if your on line. lets
>talk
>>>if
>>>> you are. Paul
>>>>
>>>>
>>>>

Gift-shop online from the comfort of home at MSN Shopping! No
>crowds,
>>>free
>>>> parking. <http://shopping.msn.com>
>>>>
>>
>>

Has one of the new viruses infected your computer? Find out with a FREE
>> online computer virus scan from McAfee. Take the FreeScan now!
>> <http://clinic.mcafee.com/clinic/ibuy/campaign.asp?cid=3963>
>>

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