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The Internet Report

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Acknowledgments

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First, without the tireless efforts and extensive contributions of Samantha McCuen, the report would simply not have been published. Samantha worked with Morgan Stanley for almost six years, most recently in the technology equity research group, before joining Sandler Capital in January as an investor focusing on PC software and new media companies.

In Morgan Stanley's equity research group, many analysts with expertise in various sectors contributed to the report. They include George Kelly (Data Networking); Chuck Phillips (Enterprise Software); Steve Milunovich (Server Hardware); Neil Danzger (Telecommunications Equipment); Mark Wolfenberger (Computer Services); Alan Rieper (Semiconductors); Doug Arthur (Publishing); Stephanie Comfort (Telecommunications Services); Rich Bilotti (Cable Television); David Hilder (Financial Services); Steve Roach (Economist); and Mike Sorell (Emerging Growth). Gillian Munson, Bob Austrian, Alison Manolovici, and Tony Scott offered invaluable sanity checks and feedback. Mayree Clark, Phil Friedman, and George Kelly were key advocates in committing the resources we needed for this enterprise.

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Morgan Stanley's Technology investment banking team has also been critical in helping us uncover emerging companies in all areas of technology, most recently related the Internet. In our (admittedly partial, but unqualified) opinion, our technology banking team is second to none. We would like to single out Frank Quattrone, Bill Brady, Jim Liang, Chris Pasko, Drew Guevara, Tim Walsh, and Dave Weiden for their contributions to "The Internet Report."

While the aforementioned folks helped us get this report near the goal line, without Morgan Stanley's editorial and production group, the report never would have made it into the end zone. We would like to thank our two crack editors and technophiles, Fred Miller and Andy McCann, as well as our graphics and printing team, Alison Pitman, Claudette Bell, Ramona Boston, and Joe Darragh.

In addition to the contributions of these and other Morgan Stanley employees, many pioneers in the field, experts, advisers, and friends have generously shared invaluable insights that have made their way into this report, not just over the last year, but over the last decade. To you, we hope that our descriptions of your companies and concepts do justice to your visions and entrepreneurial efforts. May the next ten years in technology be as exciting as the last ten years have been. . . .

> Mary Meeker, Chris DePuy New York, February 1996

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The Authors

Mary G. Meeker

Mary joined Morgan Stanley in 1991 as the firm's PC Software/Hardware & New Media analyst. Earlier, she served as a technology research analyst at Cowen and at Salomon Brothers. Mary received an MBA in finance from Cornell University in Ithaca, New York, and a BA from DePauw University, in Greencastle, Indiana.

Mary's work has been recognized in various Wall Street Analyst Polls including those conducted by Greenwich Associates, *Institutional Investor*, *The Wall Street Journal*, *Forbes*, and *The Red Herring*.

Mary's research coverage includes PC software companies such as Adobe, Corel, Intuit, Macromedia, Microsoft, and Symantec. In PC hardware, she follows companies that include Apple, Compaq Computer, and Dell Computer. Her new media coverage includes America Online, Avid Technology, Broderbund Software, Electronic Arts, Maxis, Netscape, and The 3DO Company.

Chris DePuy

Chris DePuy is a research associate at Morgan Stanley covering the data networking and telecommunications equipment industries, with a special focus on Internet technology. He holds a Masters degree in engineering from Cornell University and a Bachelors degree from Union College in Schenectady, New York; he is also a registered New York State Professional Engineer. Before joining Morgan Stanley in 1995, Chris worked as a consulting engineer and as a corporate network administrator at Hill International. At Morgan Stanley he has been involved in coverage of Ascend Communications, Cascade Communications, Cisco, Bay Networks, and 3Com.

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Trail Map: How to Read This Report

• We have prepared this report with many audiences in mind, and believe it is possible to satisfy most investors seeking information on the subject of the rapidly growing, commercial Internet. We hope this report will be used as a reference for identifying risks, rewards, market opportunities, investment ideas, company competitive strategies, products, and how the Internet works. Since this report was published during the ski season, we offer some trail identifiers to help the reader navigate through the report.



Double Diamond — Already know the technology and companies but want to understand their strategies:

Read Chapters 1, 3, 10, 15, 16, and browse 11.



Intermediate — Browser-literate and knows own e-mail address:

Read Chapters 1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15, 16, 17, 18, and 19.



Expert — Already read all those "other" reports:

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Novice — Never heard of Motley Fool, c|net, or Yahoo:

Read Chapter 1, and read Chapters 2 through 19.

• Generally speaking, mastering Sections II, III, and IV can make the reader sound **smart at cocktail parties**; knowing Sections I and V can **impress your accountant**; and dropping a few URLs from Chapter 12 during dinner will **wow the kids**.

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Chapter 3

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