



Hosting Options, Prices, and Information

General Hosting Information:

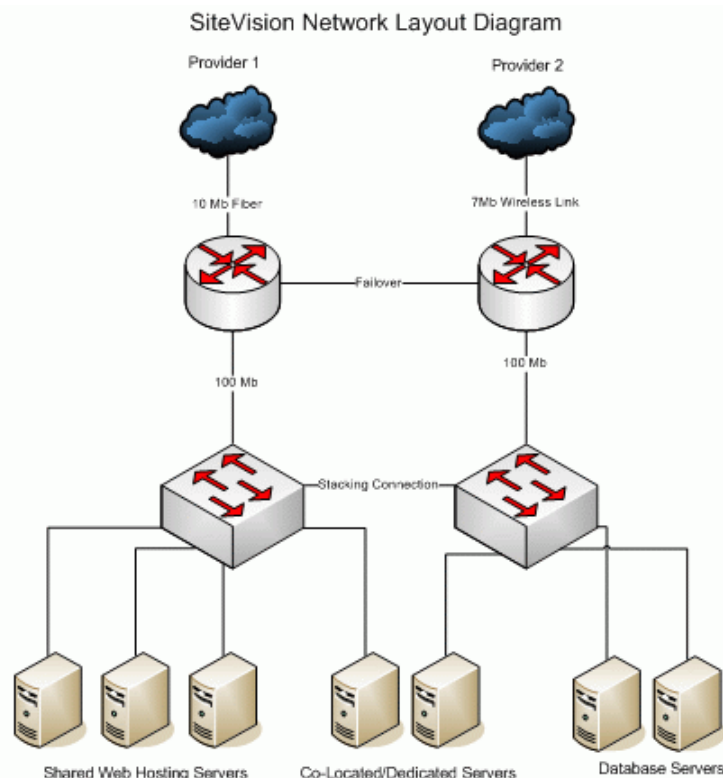
We offer various solutions for your hosting needs. Hosting can be through shared, dedicated and collocated servers.

- Our Shared Hosting service places a client site on a server along with other web sites on the same server. These sites are restricted in the services it can provide such as web (HTTP), secure web (HTTPS/SSL), and FTP.
- Our Dedicated Hosting provides a server that is not shared with any other clients. This is more flexible than shared hosting, as the client will have full control over the server, including choice of operating system, hardware options, etc. The server is managed remotely through Microsoft Remote Desktop, VNC, or SSH. Limited support is included.
- Our Co-located Hosting allows the client to provide the server to us. Generally this is only needed when the customer has a specific specialized hardware requirement for the application needed.

Hosting Network Infrastructure Information:

Bandwidth/Connectivity:

Our network provides redundancy on multiple levels. We have connections to two providers allowing failover to prevent loss of connection to the Internet. This redundancy, along with multiple Cisco routers and switches, provides protection against a single point of failure. For example, if a router, switch, or interface within these devices should fail, connections will instantly re-route to maintain communication with the Internet. See Figure 1 below:



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Back-up Power:

Currently, we protect against loss of power with a combination of APC Uninterruptible Power Supply (UPS) units and a power generator fueled by natural gas. The UPS units keep the servers running until the power generator turns on (about 10 seconds).

Climate Control:

The Server room is cooled by redundant air-conditioning systems and temperature is monitored 24 hours a day through remote sensors.

Security:

Physical access to the servers is limited to Company management and system/network administrators via the locking mechanisms on the doors to the server rooms.

Electronic access is limited to our web servers through packet filters placed on our routers. Shared and Dedicated servers are allowed FTP, FTPS, HTTP and HTTPS, as well as SSH and RDP for administrative access. Co-located servers are given the same restrictions but we will work with clients to allow additional access as needed.

Data Recovery and Tape Back-up:

Our base dedicated servers provide Raid1 mirroring of the hard drive to protect against failure. The upper tiers are hosted on SuperMicro SuperServers and provide mirrored hardware RAID in addition to backup NIC, and power supply. The Enterprise tier provides hardware raid controller allowing additional options such RAID 5 and RAID 10.

Daily tape backups are made of all shared servers along with dedicated/co-located servers (for customers that have opted to do so) and the tapes are stored off-site. Backups are maintained for 14 days.

Software:

Our shared and dedicated servers are available with Microsoft Windows Server 2003 Standard and Web Edition, and CentOS, a variant of Red Hat Enterprise Linux. We provide support for Cold Fusion and PHP on all our shared hosting servers. ASP is available on some shared servers if required, and can be installed on all Windows 2003 dedicated servers as needed by the client.

Network Usage:

We monitor bandwidth usage of all servers and sites. If bandwidth limitations are exceeded, customers will be contacted and we will work with the client to either reduce bandwidth needs or increase the bandwidth allowance.

Miscellaneous:

Generally, maintenance is scheduled as needed and affected customers are notified in advanced. On dedicated and collocated servers, software updates and reboots are left to the customer to perform as suits their business needs.

Hosting packages, "service level agreement", and "acceptable use policy" documents are below.

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Shared Hosting Prices/Packages and Information:

	Basic	Business	Corporate	Enterprise
Monthly Charge	\$14.95	\$24.95	\$59.95	\$99.95
Initial Setup Charge*	Free	\$45.00	\$85.00	\$125.00
Billing Billed in advance	Quarterly	Quarterly	Quarterly	Quarterly
Operating System	Linux or Windows 2003	Linux or Windows 2003	Linux or Windows 2003	Linux or Windows 2003
Web Server Software	Apache or Microsoft IIS	Apache or Microsoft IIS	Apache or Microsoft IIS	Apache or Microsoft IIS
Domain Name Hosting** http://www.yourname.com	Yes	Yes	Yes	Yes
Virtual Domains/Domain Aliases** Addn'l domain names pointed to same site	\$30 Setup	\$30 Setup	\$30 Setup	\$30 Setup
IP Addresses Provided Addn'l Dedicated IP addresses \$5/month	0	1	1	1
File Space Provided Includes web, ftp, log and databases Addn'l. space \$5/mo per 100 MB	100 MB	300 MB	600 MB	1,000 MB
Monthly Traffic Addn'l. traffic \$10/mo per GB	2 GB	5 GB	10 GB	40 GB
E-mail Accounts 5MB per mailbox Addn'l. accounts/space (5 pack) \$5/month	5 users	15 users	25 users	50 users
Web E-mail Access	Yes	Yes	Yes	Yes
E-mail Virus Scanning and Spam Filtering	Yes	Yes	Yes	Yes
Microsoft® FrontPage® Support	Yes	Yes	Yes	Yes
Application Servers	ASP, ColdFusion, & PHP	ASP, ColdFusion, & PHP	ASP, ColdFusion, & PHP	ASP, ColdFusion, & PHP
CGI Applications	Perl	Perl	Perl	Perl
Password Protected Directories	\$30 Setup	\$30 Setup	\$30 Setup	\$30 Setup
Secure Server Certificate (SSL)**	Shared Only	Shared/Private	Shared/Private	Shared/Private
Cart 32 Shopping Cart	Not Available	Yes	Yes	Yes
Secure E-Commerce ** CFWebStore – Web-based forms & site administration, including shopping cart	Not Available	\$500 Setup Fee	\$500 Setup Fee	\$500 Setup Fee
ODBC Database Access Additional connections \$25/ea setup	1 DSN	2 DSN	2 DSN	5 DSN
MySQL Database	Yes	Yes	Yes	Yes
Microsoft® SQLServer 2000 Database Setup charge \$50 per database Additional space \$5/mo per 100 MB	Not Available	Not Available	Yes 100MB	Yes 300MB
24-Hour FTP Access	Yes	Yes	Yes	Yes
FTP Access to Web Server Logs	Yes	Yes	Yes	Yes
FTP Hosting	No	Yes	Yes	Yes
Tape Backups Tapes retained for 14 days	Yes	Yes	Yes	Yes
24/7 Network Monitoring	Yes	Yes	Yes	Yes
AWStats Server Statistics	Yes	Yes	Yes	Yes
DeepMetrix LiveStats	\$5/month	\$5/month	\$5/month	\$5/month

* Initial Setup Charges do not include any client specific site development or programming services.

** Domain name registration fees and digital security certificate charges are additional if applicable.

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Dedicated Leased Server Packages/Prices and Information:

Unmanaged dedicated servers provide more space, more flexibility and higher security for your Internet presence while maintaining control over your costs. With a dedicated server, you can have a large amount of data storage combined with flexibility on which operating system and software configuration you use. As the only user of your computer, you can maintain a higher level of security than is possible with a shared hosting environment.

Value Server	Premium Server	Enterprise Server
\$135/month	\$225/month	\$300/month
Features: - Linux/Windows OS - AMD 2600+ Processor - 1GB RAM - 1x80GB Hard Drive - RAID 0,1 (w/optional drive) - 50GB Data Transfer	Features: - Linux/Windows OS - 3.0ghz Xeon Processor - 1GB RAM - 2x160GB SATA Drives - RAID 0,1 - 640GB Max Storage (160GB X 4) - 100GB Data Transfer	Features: - Linux/Windows OS - Dual 3.0ghz Xeon Processors - 2GB RAM - 2x160GB SATA Drives - RAID 0,1 (5,10 w/optional drives) - 1.2TB Max Storage (160GB X 8) - 150GB Data Transfer
Operating System: - CentOS Linux - Windows 2003 Web Server Optional: - Red Hat Enterprise - Windows 2003 Standard Server	Operating System: - CentOS Linux - Windows 2003 Web Server Optional: - Red Hat Enterprise - Windows 2003 Standard Server	Operating System: - CentOS Linux - Windows 2003 Web Server Optional: - Red Hat Enterprise - Windows 2003 Standard Server
Network: - Monitored 24/7 - Multi-homed, 2 providers - Redundant local loops - UPS Battery Power Backup - Power Generator Backup - 99.95% Uptime Guaranteed (ping, power & pipe)	Network: - Monitored 24/7 - Multi-homed, 2 providers - Redundant local loops - UPS Battery Power Backup - Power Generator Backup - 99.95% Uptime Guaranteed (ping, power & pipe)	Network: - Monitored 24/7 - Multi-homed, 2 providers - Redundant local loops - UPS Battery Power Backup - Power Generator Backup - 99.95% Uptime Guaranteed (ping, power & pipe)

Options

- 1GB RAM, addn'l. \$12/month
- Addn'l. 80GB hard drive, addn'l. \$12/month
- Addn'l. 160GB SATA drive, addn'l. \$18/month
- Shared Microsoft SQL Server - 500MB storage, addnl. \$48/month
- Dedicated Microsoft SQL Server 2000 Workgroup Ed., addnl. \$120/month per CPU (requires Windows Server Standard Edition)
- Microsoft Server 2003 Standard Edition, addn'l. \$24/month
- Red Hat Linux Enterprise Edition, addn'l. \$30/month
- Plesk 7, 30 domain control panel, addn'l. \$24/month
- Macromedia ColdFusion Standard Edition, addn'l. \$90/month
- Daily tape backups (retained for 14 days), addn'l. \$60/month
- 5 Email Accounts on Shared Email Server
- Addnl. E-Mail Accounts (\$5/month for 5 pack)
- Additional Bandwidth - 50GB, addn'l. \$85/month

Customer Support

Free support for all the following services*:

- network problems
- hardware failures
- DNS configurations
- operating system reloads
- reboots
- licensing inquiries and issues
- billing issues

* Other support services are invoiced at the rate of \$85/hour.

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HOSTING ACCOUNT SERVICE LEVEL AGREEMENT (SLA)

1) Coverage; Definitions

This Web Site Availability Service Level Agreement (SLA) applies to you ("customer") if you have ordered any hosting account services from SiteVision, Inc. (the "Services") and your account is current (i.e., not past due) with SiteVision, Inc.. As used herein, the term "Web Site Availability" means the percentage of a particular month (based on 24-hour days for the number of days in the subject month) that the content of customer's Web site is available for access by third parties via HTTP and HTTPS, as measured by SiteVision, Inc.

2) Service Level

a) Goal:

SiteVision, Inc.'s goal is to achieve 100% Web Site Availability for all customers.

b) Remedy:

Subject to Sections 3 and 4 below, if the Web Site Availability of customer's Web site is less than 100%, SiteVision, Inc. will issue a credit to customer in accordance with the following schedule, with the credit being calculated on the basis of the monthly service charge for the affected Services:

Web Site Availability	Credit Percentage
99.5 to 100%	0%
98% to 99.4%	5%
95% to 97.9%	10%
90% to 94.9%	25%
89.9% or below	50%

3) Exceptions

Customer shall not receive any credits under this SLA in connection with any failure or deficiency of Web Site Availability caused by or associated with:

- a) Circumstances beyond SiteVision, Inc.'s reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this SLA;
- b) Failure of access circuits to the SiteVision, Inc. Network, unless such failure is caused solely by SiteVision, Inc.;
- c) Scheduled maintenance and emergency maintenance and upgrades;
- d) DNS issues outside the direct control of SiteVision, Inc.;
- e) Issues with FTP, POP, or SMTP customer access;
- f) False SLA breaches reported as a result of outages or errors of any SiteVision, Inc. measurement system;

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- g) Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct, or use of the Services in breach of SiteVision, Inc.'s Terms and Conditions and Acceptable Use Policy;
- h) E-mail or web mail delivery and transmission;
- i) DNS (Domain Name Server) Propagation.
- j) Outages elsewhere on the Internet that hinder access to your account. SiteVision, Inc. is not responsible for browser or DNS caching that may make your site appear inaccessible when others can still access it. SiteVision, Inc. will guarantee only those areas considered under the control of SiteVision, Inc.: SiteVision, Inc. server links to the Internet, SiteVision, Inc.'s routers, and SiteVision, Inc.'s servers.

4) Credit Request and Payment Procedures

To receive a credit, the customer must make a request therefore by sending an e-mail message to hosting@sitevision.com. The e-mail message MUST include the domain name of the customer's account in the "Subject" line. Each request in connection with this SLA must include the customer's account number (per SiteVision, Inc.'s invoice) and the dates and times of the unavailability of customer's Web site and must be received by SiteVision, Inc. within ten (10) business days after the customer's Web Site was not available. If the unavailability is confirmed by SiteVision, Inc., credits will be applied within two billing cycles after SiteVision, Inc.'s receipt of the customer's credit request. Credits are not refundable and can be used only towards future billing charges.

Notwithstanding anything to the contrary herein, the total amount credited to customer in a particular month under this SLA shall not exceed the total hosting fee paid by customer for such month for the affected Services. Credits are exclusive of any applicable taxes charged to customer or collected by SiteVision, Inc. and are customer's sole and exclusive remedy with respect to any failure or deficiency in the Web Site Availability of customer's Web site.

Note: Credits are not refundable and can be used only towards future billing charges.

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WEB HOSTING ACCEPTABLE USE POLICY

This Acceptable Use Policy sets forth guidelines relating to the types of content that you may upload to the web servers under your agreement with SiteVision, Inc. for web hosting services (the "Services"). SiteVision, Inc. may remove any materials that, in its sole discretion, may be illegal, may subject it to liability, or which may violate this Acceptable Use Policy. SiteVision, Inc. will cooperate with legal authorities in the investigation of any suspected or alleged crime or civil wrong arising from any use of the Services. Your violation of this Acceptable Use Policy may result in the suspension or termination of either your access to the Services and/or your account or other actions as detailed in the Web Hosting Agreement.

1) Acceptable Use

The following constitute violations of this Acceptable Use Policy:

- a) Using the Services to transmit or post any material that contains or contains links to nudity, pornography, adult content, sex, or extreme violence.
- b) Using the Services to transmit or post any material that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated thereunder.
- c) Using the Services to harm, or attempt to harm, minors in any way.
- d) Using the Services to transmit or post any material that harasses, threatens or encourages bodily harm or destruction of property.
- e) Using the Services to make fraudulent misrepresentations or offers including but not limited to offers relating to "pyramid schemes" and "Ponzi schemes."
- f) Using the Services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of SiteVision, Inc. or another entity's computer software or hardware, electronic communications system or telecommunications system, whether or not the intrusion results in the corruption or loss of data.
- g) Using the Services to transmit or post any material that infringes any copyright, trademark, patent, trade secret or other proprietary rights of any third party, including, but not limited to, the unauthorized copying and/or distribution of copyrighted material, the digitization and distribution of photographs from magazines, books, music, video or other copyrighted sources, and the unauthorized transmittal of copyrighted software.
- h) Using the Services to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
- i) Reselling the Services without the prior written authorization of SiteVision, Inc..
- j) Using the Services for any activity that adversely affects the ability of other people or systems to use the Services or the Internet. This includes but is not limited to "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited.

2) Reporting of Violations of This Acceptable Use Policy

SiteVision, Inc. requests that anyone who believes that there has been a violation of this Acceptable Use Policy to immediately send an email detailing such violation to hosting@sitevision.com.

3) Revisions to This Acceptable Use Policy

SiteVision, Inc. may revise, amend or modify this Acceptable Use Policy at any time and in any manner.

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