



Service Objects' Security & Operating Procedures

Service Objects is dedicated to superior security, technical support, and customer care at all times. The following guarantees are part of our commitment and demonstrate our willingness to stand behind our internal processes, our network, and the quality of our DOTS Web Services. These guarantees are available to all eligible, current paying service subscribers.

SERVICE LEVEL AGREEMENT

As part of our commitment to superior service, Service Objects offers a Service Level Agreement (SLA) of 99.995% availability for all of our DOTS Web Services. The amount of Service Credit that may be granted for failure to comply with the Availability Guarantee set forth are:

- Unavailability of less than one (1) minute in a calendar month: no Service Credit issued.
- Unavailability equal to or greater than one (1) minute, but less than two (2) hours in a calendar month: one (1) day Service Credit.
- Unavailability equal to or greater than two (2) hours, but less than four (4) hours in a calendar month: one (1) week Service Credit.
- Unavailability equal to or greater than four (4) hours in a calendar month: one (1) month Service Credit.

"Unavailability", for the purposes of the "Availability Guarantee", shall not include (and no Service Credit will be granted for): Unavailability due to planned maintenance or other planned outages; packet loss; equipment or software upgrades; Customer request; any action performed by Service Objects in order to maintain or improve our services; any Customer equipment, circuit, application, software, code, hardware device failure or malfunction; acts or omissions of the Customer and/or the Customer's users; denial of credit to Customer; planned or unplanned Telco provider outages; or reasons outside of our reasonable control, such as Force Majeure.

OUTAGE NOTIFICATION GUARANTEE

Service Objects shall contact the Customer's technical contact, either by telephone or by email, within one (1) hour after the occurrence of any Unavailability affecting any Availability Guarantee that results in complete downtime for such Customer. If we fail to contact the Customer within one (1) hour of the occurrence of such Unavailability, the Customer will, upon compliance with the procedures herein, be eligible to receive a one (1) day Service Credit.

NO STORAGE OF CUSTOMER DATA

Our Customers' trust and confidentiality is of the utmost importance to Service Objects. We make it our priority never to store or sell your customer contact data. As such, your data is never written to persistent memory such as a disk file, database, or log file.

DATA CENTERS

Service Objects maintains two (2) data centers on opposite coasts for maximum data protection. Each of these state-of-the-art data centers feature multiple diversely routed fiber optic connections to the Internet using Tier 1 backbones, redundant power supply via battery backup (UPS systems), and diesel generators. Our primary data center is located in California, with our backup data center located in New York. The backup data center is used for failover and troubleshooting purposes only. You can read more about our failover solution for production users here:

http://www.serviceobjects.com/support/backup_data_center.asp

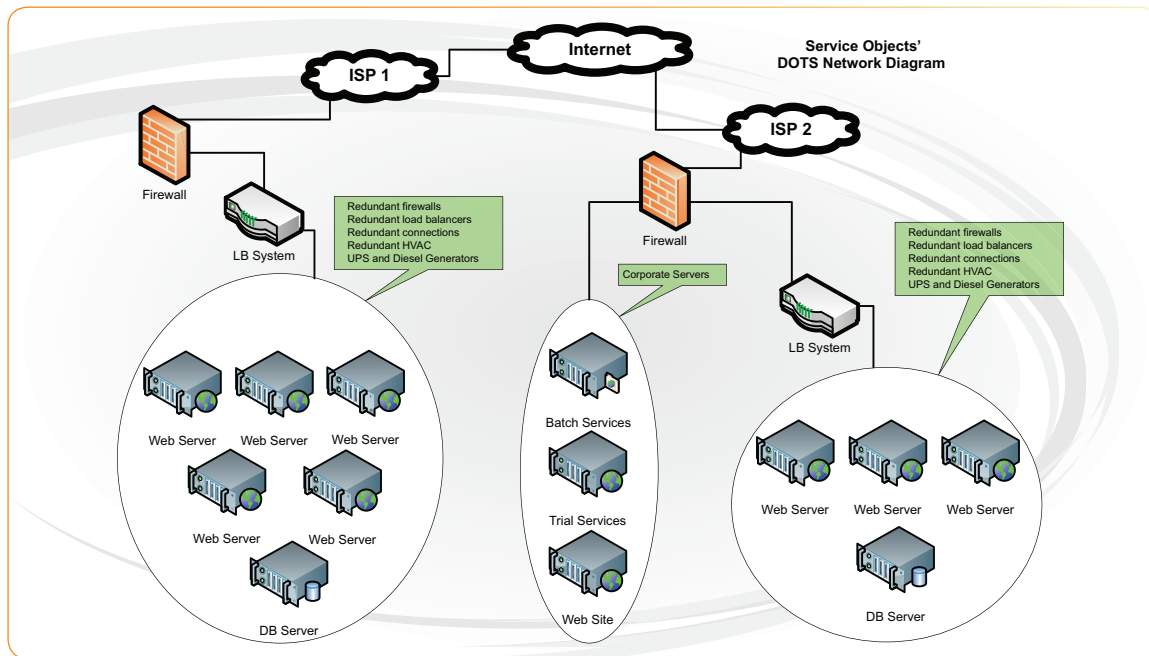
INTERNET LATENCY GUARANTEE

Service Objects guarantees an average monthly transmission rate of 100 milliseconds or less on the Backbone Network. We measure Internet latency, the average round trip transmission on the Backbone Network, at approximately ten (10) minute intervals, and calculate the average at the end of each calendar month. Any Customer who experiences average Internet latency on the Backbone Network in excess of 100 milliseconds as so calculated for any calendar month will, upon compliance with the procedures herein, be eligible to receive a Service Credit as follows:

- Average Internet latency in excess of 100 milliseconds for any calendar month: one (1) week Service Credit.
- Average Internet latency in excess of 100 milliseconds in each of two (2) consecutive calendar months: one (1) month Service Credit.

PACKET LOSS GUARANTEE

We guarantee that packet loss shall not be more than one percent (1%) on the Backbone Network during any calendar month. We measure packet loss on the Backbone Network at approximately ten (10) minute intervals and calculate the average at the end of each calendar month. Any Customer who experiences a packet loss on the Backbone Network in excess of five percent (5%) as so calculated for any calendar month will, upon compliance with the procedures herein, be eligible to receive a one (1) day Service Credit.



SECURITY

Service Objects takes security very seriously. We use Cisco's PIX, IDS, and VPN solutions to protect our systems from any potential threat. We use Secure Sockets Layer (SSL) technology, a protocol developed by Netscape® for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two (2) keys to encrypt data - a public key known to everyone and a private, or secret key, known only to the recipient of the message. Furthermore, all of our DOTS Web Services are available through either HTTPS or HTTP protocol.

BACKUPS

Our data is continually backed up and our databases are constantly synchronized between the two data centers. This synchronization enables Service Objects to quickly failover databases in the unforeseen event of database server failure.

MONITORING

Service Objects uses multiple monitoring systems to ensure our services are operating normally at all times. Service Objects uses both internal and external third party monitoring systems. Monthly performance reports generated by a third party system, AlertSite®, can be viewed here: http://www.serviceobjects.com/support/dots_performance_reports.asp

REGRESSION TESTING

Service Objects has invested countless hours in developing a regression testing system that we are proud of. The system consists of hundreds of thousands of tests that are run before the rollout of any new deployments. Our regression testing system enables Service Objects to safely deploy new updates to our DOTS Web Services at any time, without affecting availability for production users.

REDUNDANCY

Both of Service Objects' data centers consist of multiple, load-balanced Windows® and Linux servers. Load balancing is stateless and is performed by redundant Cisco content switches. To achieve maximum uptime, all of our servers and switches are redundant, and use redundant equipment.

TECHNICAL SUPPORT

Service Objects believes in complete customer care for every DOTS Customer, at absolutely no additional cost. We work around the clock to ensure that all of our Customers receive prompt and exceptional service. Service Objects' support team is always ready to answer questions and help you with any issues that may arise. In the event of a problem with any of our DOTS Web Services, a support ticket will be created immediately and a member of the support team will contact you within 90 minutes.

For a complete list of the many ways to contact Service Objects, visit our Contact Us page here:

<http://www.serviceobjects.com/about-us/contact-us>

EMERGENCY SUPPORT

Emergency support is available 24/7 for all DOTS Web Service Customers, should you need to speak with an engineer immediately.

NEXT STEP

To try an online demo, sign up for a Free 15 Day Trial Key, or learn more about DOTS Web Services, go to:

<http://www.serviceobjects.com/products>

Service Objects also offers free presentations and demo trial batches. Please call 800.694.6269 or email info@serviceobjects.com for more information.