

synercom/edi Internet Hosting Policies

Clients have a choice for how you wish to be billed for hosting services as detailed below. Commensurate with standard industry practice, we use an advance billing model.

You may select from one of these two options:

Option A. Monthly Advance Billing

You will receive an invoice within the first week of the month for hosting services for that month. The invoice is due and payable upon receipt and you will need to submit payment within fourteen days of the invoice send date. If payment is consistently late we will automatically move you to Option B.

Option B. Quarterly Advance Billing

You will receive an invoice within the week of the first month of the quarter for three months of service. The invoice is due and payable within 30 days of the send date. If the invoice is paid and postmarked within two weeks of the invoice send date, your next invoice will reflect a 5% discount for the next billing cycle.

Option C. Yearly Advance Billing

If you wish to pre-pay for one year, you receive one free month of service. Your next invoice will be issued in the twelfth month and will be due within 30 days.

For all options, overdue accounts will be charged 1.5% per month.

For both options, bandwidth charges will continue to be calculated cumulative to the last gigabyte of measured transfer to the last day of the month preceding the billing period. Thus, if you use less than one gigabyte of data transfer in one billing period, it will accumulate to the next.

We also ask that you tell us how you would prefer to receive your invoices. Please select from the following choices (if you do not choose, we will choose Type A for you):

Type A: Email Adobe PDF file (aka Acrobat Document).

PDF files can be viewed and printed on any computer using the free Adobe PDF viewer (called the Acrobat Reader or Viewer) which is available for free download from <http://www.adobe.com/support/downloads/main.html>

Most computers already have the viewer installed and this is the preferred option as it a) saves paper (i.e. saves trees!), b) saves filing costs (no paper), and c) generally makes everyone's job much easier.

Type B: Email Microsoft Word document in Windows Format (usually readable on Macintosh computers as well, but it is not guaranteed). Good option for those who can't or don't wish to use the PDF viewer.

Type C: Fax invoice. You may specify a fax number for invoice delivery; if your fax machine does not answer after three attempts, we will use Type A invoicing for that billing period.

Type D: Mail paper invoice. The old way of doing things. We are hoping to discourage use of this as it is rather wasteful and expensive. However, for some there are still good reasons for doing it this way, and if that is what you prefer, we understand and will accommodate you. However, if you choose this option, you will be charged a \$2.50 per invoice enclosure charge.

For our secure-server hosting clients, we would like to clarify our Secure Server Hosting Policies and Pricing.

- a) You are responsible for ensuring that your Secure Server (SSL) Certificate is renewed as required by your Certificate Authority (Thawte, VeriSign, Soltrus, etc). synercom/edi cannot take responsibility for lapse in service due to an expired SSL certificate. However, we will attempt – where possible – to make you aware of an impending expiry.
- b) If we should need to generate a new Certificate Signing Request (CSR) for your secure site (for any reason beyond our control) you will be charged a setup fee of \$50.00. This charge would apply (for example) if you change your Certificate Authority (e.g. from VeriSign to Thawte), if the Certificate Authority requires a new CSR, or if your domain name changes in some way.
- c) For new secure-server installations, a \$200.00 charge will apply (per secure domain). This does not include charges for the Secure Certificate which must be obtained separately from a Certificate Authority. As part of the set-up process, we will obtain the certificate on your behalf.
- d) The secure-server per domain charge of \$20.00 per month (above basic hosting) will be charged regardless of whether or not you actually process secure transactions during a given period. In other words, even though your business might only need to process secure transactions for two or three months of the year, you will be billed at a secure-server rate for the entire year. Since there is a \$200.00 charge to set-up a secure server, it does not pay to remove secure processing capabilities when not in use and add them again when needed.

Hosting Plans

The tables below detail all standard features and options of our two hosting plans.

Both plans include:

- High-speed (100mb/s) Dual-redundant backbone (no throttling)
- Fast, UNIX-based web-servers
- No site setup fee
- Private CGI-Bin directory
- PHP, SSI, Perl support
- Email server (POP3) e.g. mail.yourdomain.com
- WebMail browser-based Email access
- FTP Server (ftp.yourdomain.com)
- Daily backups
- Fail-over server
- Servers are fully firewalled
- Intruder detection
- Auto-page redirection for “page not found” errors
- Detailed web-site statistics package
- Access to raw log files
- Site control panel (available first quarter 2003)

synercom/edi Internet Hosting Policies Cont'd

Page 3

- DNS hosting (for primary domain) plus one or two non-standard hostname
- Local sendmail access (sending email from website and scripts)
- Password-protection for private directories (HTAccess)
- Email Autoresponder
- Bandwidth charged at cost (Currently approx. \$8.50 per gigabyte transferred)

Service Fee Schedule

Service Description	Basic	Enterprise
Monthly Charge	\$30	\$50
Disk space in megabytes	100	250
Additional disk space in 100Mbyte blocks (highest used in month)	\$5/month	\$5/month
Email Accounts	10	30
Email Aliases	20	Unlimited
Additional Email Accounts – single up to 5	\$1/month	\$1/month
Additional Email Accounts – blocks of 10	\$6/month	\$6/month
Additional Email Aliases; blocks of 30	\$5/month	N/A
MajorDomo email list service setup charge	\$25	\$25
MajorDomo email list plus management tools up to 1000 addresses	\$15/month	\$15/month
MajorDomo email list up to 5000 addresses	\$25/month	\$25/month
MySQL database access	\$10 /month	Included
Initial Secure Web Server (E-commerce) Setup Charge	N/A	\$200
Secure Web Server (E-commerce)	N/A	Included
Non-standard hostnames (e.g. somehost.domain.com other than www, ftp, mail)	1	2
Additional non-standard hostnames setup (e.g. host2.domain.com)	\$20	\$20
Additional domain forwarding Setup Charge	\$20	\$20
Additional domain forwarding (per domain per month)	\$3/month	\$3/month
Staging server (complete copy of site on password-protected host at www2.yourdomain.com for testing) with separate FTP; Setup fee	\$50	\$50
Staging server monthly fee	\$20/month	\$20/month
Lost password reset (on any protocol)	\$5	\$5
Email auto-responder setup	\$5	\$5
DNS Changes (with registrar on your behalf)	\$15	\$15
Domain Registration (NEW!)	\$25	\$25
Domain Parking	\$50/year	\$50/year
ODBC DSN setup for NT-Database Server	\$50	\$50