MANAGED HOSTING SERVICE SCHEDULE

Rev 1.3 – 01.09.10

The Managed Hosting Services are those services described within the Customer Application and Managed Hosting Service Level Agreement (SLA) and include the following:

I.   The hosting of the Hardware and Core Software and SLA including the Server at one of ISL's data suite facility ("Premises"), in Milton Keynes or London.

II. The installation of Additional Application Software upon prior agreement with ISL, subject to a £250.00 testing and installation charge per Additional Software Application.

III. The provision at the Premises of 24/7 CCTV monitoring, 24/7 manned security, alarm systems, pre-arranged access for authorised personnel only using a one-time authorisation code, disaster management (comprising power stability, onsite generators and Uninterruptible Power Supply (UPS) systems), emergency lighting, fire detection systems, air conditioning systems and humidity control.

IV. Fully managed ICSA certified firewall device hosted at one of ISL's data suites in Milton Keynes or London.

V.   250GB monthly bandwidth is provided as standard. Additional bandwidth over and above the 250GB allowance will be provided free of charge during the first month of service only. After this period, bandwidth can be upgraded as required subject to an additional charge of £47.50 per 50GB block. Bandwidth usage statistics will be e-mailed to the Customer by ISL on a daily basis unless otherwise agreed with the Customer.

VI. Daily service monitoring of the Managed Hosting Service by ISL's Centralised Monitoring Service, whereby ISL's hosting support team will be alerted to any issues that may adversely affect the availability of the key Services to the Customer's Managed Hosting Service. The Customer has the option to receive e-mail alerts to authorised e-mail addresses should one of the Services fail to respond. The Services monitored by ISL's Centralised Monitoring Service include Ping (ICMP), Web (HTTP), SQL Server, FTP, SMTP Mail, RDP and other Custom TCP Ports.