

INTERNATIONAL MEMORANDUM

TO: SALES SUPPORT

FROM: Bruce Shirey, Senior Vice President, Internet Solutions

DATE: November 20, 2000

SUBJECT: Secure Payment Gateway:
Upgrade and Relocation Announcement - Progress Report

In less than one month, and after several months of extensive QA testing, International's new multi-million-dollar Gateway will be implemented.

We are still on target for a rollout in early December.

We also continue to notify Merchants about the impending upgrade and relocation. It's an integral part of the implementation process, and in keeping with our commitment to provide the very best service in the transaction processing industry.

We are very close to completion of the process of establishing a new, more robust and fault-tolerant Gateway production site to improve our service levels while expanding overall Gateway capacity and assuring future reliability.

This reminder forms part of a continuing process intended to prepare everyone involved, to ensure a trouble-free transition.

The upgrade and relocation will be accomplished during a regular weekend maintenance window, the exact date and time of which will be notified to all concerned closer to the event.

All Gateway merchants can expect a minimum of 2 hours downtime while the conversion takes place during the usual maintenance period in the early hours of the morning.

continues its efforts to minimize this service interruption.

Partners, Agents, Vendors, Merchants and other concerned parties can expect to receive several more REMINDER and UPDATE e-mail notices prior to the implementation date.

MEMO xxx 11/00

If you need a reprint of a memo, please call Sales Support at (800) XXX-XXXX and request the memo by number.

This implementation is still scheduled for early December 2000 and all concerned parties will be notified of the exact date and time closer to the event.

An Important Technical Note

All concerned parties have been notified that if their site currently references a static IP address or they are utilizing a HOSTS file that contains a specific IP address, their site will be unable to reach the Gateway after this migration.

The necessity of the use of a DNS Name (not an IP address) to point a site to the Gateway has been emphasized, and we have requested developers, shopping cart vendors and other service providers to be informed so that they can act upon this information to ensure a smooth transition.

Note: All [REDACTED] documentation recommends the use of a secure host name to reach our Gateway. [REDACTED] advises against the use of static IP addresses or HOSTS files pointing to static IP addresses.

All concerned parties have been requested to contact us about anything they do not understand or that concerns them about this Upgrade and Relocation Announcement, by getting in touch with their usual [REDACTED] contact, replying to the notification e-mail or telephoning Merchant Services at (800) XXX-XXXX, extension 4100, option #1.

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