

## **E-MAIL EXECUTIVE SUMMARY FROM BRUCE SHIREY**

Subject: [REDACTED] Secure Payment Gateway: Upgrade and Relocation Announcement - Progress Report

{Usual Salutation}:

In less than one month, and after several months of extensive QA testing, [REDACTED] 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 everyone concerned 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.

For the information of those who may have just joined us, we are 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 Partners, Agents, Vendors, Merchants and other concerned parties 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.

[REDACTED] 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.

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 act upon this information to ensure a smooth transition.

**Note: All [REDACTED] documentation recommends the use of a secure host name. [REDACTED] advises against the use of static IP addresses and 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 either getting in touch with their usual point of contact at [REDACTED], replying to the notification e-mail or telephoning Merchant Services at (800) XXX-XXXX, extension 4100, option #1.

{Usual sign-off}