

**EXHIBIT E**  
**Vermont Systems Cloud Computing Services**  
**VSI Eastern & Western Data Centers**

**1. Full Hosting Services:**

VSI owns and manages redundant servers and communications devices that are installed at its Eastern and Western data centers. These systems are operational on a 24/7/365 basis. VSI provides its hosting services customers with Progress deployment software support, Progress RDBMS database support, and extended hours Pager support as described in VSI's Sales & Support Policies (Exhibit A in the VSI Sales Agreement). Initially, this includes live hosting phone support from 8:00am to 8:00pm, Monday – Friday, plus no charge 24/7 Pager support for all other hours. Hosted Services Support is specific to application availability. If users are unable to access the application software, they would contact Hosted Services Support. As the number of hosting customers grows, live hosting phone support will be expanded accordingly.

**2. Eastern & Western Data Center Hosting Services:**

Tech Vault and FORTRUST are VSI business partners that assist VSI to provide full hosting services for VSI customers. Tech Vault Data Center has a Green Building Council Silver Certification (Leed Silver) and is HIPAA, PCI-DSS, and SSAE-16 SOC 2 compliant. Tech Vault has also applied for LEED Gold certification. FORTRUST Data Center has been awarded an M&O Stamp of Approval with Tier III Gold Certified and SSAE-16 Services Organization Control (SOC) 1 Type 2, SOC 2 Type 2, SOC 3 SysTrust Services Organization, BBB A+ Accreditation, HIPAA, and GLBA reporting colocation facility with 100% uptime.

At Tech Vault, massive Internet bandwidth is provided by six ISP providers, each having dual points of entry into the facility. Tech Vault is a node on every carrier's regional SONET ring. All onsite ISP network systems are delivered by redundant Cisco router infrastructure, and BGP services keep your systems available and online in any event. Tech Vault provides a 99.999% bandwidth uptime guarantee with its SLA's.

**Data Center Space:**

- Multi-level security access to the server facility.
- HIPAA-compliant facility with exterior walls built to Homeland Security specifications.

**Data Center Cooling & Environment:**

- Industry-leading cooling with integrated humidification.
- Fully redundant N + 1 architecture.

**Security & Access:**

- Man-Trap access-only with dual-factor finger biometric scan and integrated HID proximity reader.
- Keycard and biometric facility access.
- Authorized VSI access 24/7/365.
- Video surveillance cameras, internal and external, 24/7/365 basis.

**Power:**

- Fully redundant battery and automatic generator backup.

**Internet Services:**

- Data Centers are ISP Carrier neutral facility.
- Multiple tier-one providers.
- Internet utilizes Border Gateway Protocol to provide 100% internet availability.

**Additional Data Center Features:**

- 24/7/365 Facility Environmental Monitoring by Data Center staff.
- Hardware Monitoring (SNMP) and Diagnostics.
- 100% uptime for bandwidth and power.

**3. VSI Managed Hosting Services:**

- Redundant hosting servers, routers, and switches with automatic fail-over.
- Progress Deployment software support and Progress RDBMS database support.
- Automatic VSI program updates.
- Database daily backup and database restore, as requested, and copy live to demo.
- RecTrac and WebTrac only generated email service. (Not to be used as a general mail server)
- Monthly Internal/External Vulnerability Scan both data centers by Trustwave.

- Quarterly Internal/External Penetration Test both data centers by Trustwave.

### **3. VSI Managed Hosting Services (continued)**

- Managed hosting services anti-virus protection.
- All VM services are hosted in a private cloud.
- VSI will routinely install server operating system updates, as released by the vendors.
- Progress Replication between data centers for Disaster Recovery site\*
- Progress TDE Encryption available for data at rest protection\*\*

\* Failover to warm Disaster Recovery site is controlled manually by VSI staff. Since each data center has localized redundancies built-in, a catastrophic event would need to occur before failover would be initiated. Alternate URL's for RecTrac/WebTrac will be provided to customers in case a Disaster Recovery event occurs.

\*\* Depending on the Site License Agreement, additional licensing fees may apply.

### **4. VSI Additional Chargeable Hosting Services:**

- Periodic database performance audits and tuning.
- Assisted HTML development of splash pages and implementation.

### **5. SSL (Secure Sockets Layer) Certificate:**

VSI will provide the SSL Certificate for the hosting servers. While the flow of data between the hosting servers and the Customer's remote users is encrypted using the SSL provided, VSI is not responsible for any loss of data beyond our control.

### **6. Fire Wall Rules:**

VSI is responsible for configuring and maintaining the firewall rules for the hosting servers and will notify the Customer of any changes that would impact the Customer's access to the application database. The Customer is responsible for configuring and maintaining firewall rules for all Customer locations.

### **7. Periodic Hosting Servers Maintenance:**

VSI will provide the Customer with advance notice when the hosting servers will be unavailable due to scheduled maintenance. VSI will coordinate with the Customer to minimize down time for scheduled maintenance.

### **8. VSI Hosting Servers Technical Support:**

If the source of a technical problem exists within the systems or technology under VSI management, no charge will apply. For example, a technical issue, such as, your hosting server becomes unreachable due to a network or hardware failure. This example is for reference purposes only and should not be misconstrued as the only issue that might arise over time.

### **9. ERI PayTrac License:**

The Customer must license one of the VSI certified ERI credit card interfaces to process office (Retail, MOTO) and online (ecommerce) payments and to ensure that credit card data is encrypted and secure. If pin debit card payments are to be accepted, then a VSI ERI pin debit card interface will be required for the same processor. If check payments are to be processed electronically, a VSI eCheck interface will also be required.

### **10. Hosting Penalties:**

There shall be no downtime penalty for scheduled operating system upgrades, scheduled Progress software updates, application software upgrades, DNS outages, and application database upgrades. Except for these scheduled downtimes, VSI expects over 99.7% uptime. Therefore, if the software applications are unavailable for customer use for more than 26 hours of a total 8760 hours in a calendar year due to hosting services, VSI will credit the customer with a prorated amount for any lost time exceeding 26 hours to the nearest 15 minutes.