

14 Apr 2005

## 1-STOP IMPORTANT NOTICE TO CUSTOMERS

Dear Customer,

Firstly I wish to apologise for the inconvenience caused to you by the outage we are currently experiencing.

As you know it started late on Tuesday evening and continued through Wednesday and to date we are still not operational. The problem related to a crash of our database and although the fault has been rectified and a 'patch' put in place, the exact cause that triggered the crash has not yet been identified but we have analysts examining this problem.

The biggest problem now is recovering the database and this is what is taking the time. We have had people working around the clock to resolve the issue and we hope that this will be achieved sometime this afternoon.

The timing of this problem could not have been worse. We have just spent \$1.5M on setting up a new production center with full redundancy and fail over capability giving us very high systems availability and complete Disaster Recovery systems. The planned migration date to this new environment is the 24<sup>th</sup> April, so as I said the timing of this problem is unfortunate given we are so close to having a system that would not allow this to occur.

Whilst we can not guarantee a database problem will not occur at the new site, what we can guarantee is recovery time would be very short and we will not experience the outage time we/you are currently experiencing.

We will confirm when the systems are again operational and shortly after I will be able to give you a full recap on what did happen, what we have learnt from the experience and what actions we will initiate to ensure we avoid outages in future.

I again apologise for the inconvenience and can only reiterate that by the end of April a problem of this magnitude will be very, very remote so in the meantime we asked that you please bear with us.

Regards  
Peter Kosmina  
**Chief Executive**  
**1-STOP Connections Pty Ltd**

