Service Level Agreement

We understand that our customers are a guest on their client's campus or business location and that they are held accountable for the accuracy and security of the data and the systems that they use to do business with their customers. With the ever-changing challenges in the realm of internet security, we have outlined the structure of our TRAX Security Center, which defines the steps we take on a daily basis to ensure complete security and support for the web systems we provide to our customers.

HOSTING PROVIDER OVERVIEW

As part of our strategy to provide reliable and secure web hosting for all of our customers, we have partnered with Rackspace to provide the managed hosting services for all of our systems. This means that Rackspace is responsible and accountable for making sure that all servers, related hardware, and the physical plant for the data center are up and running 24x7x365.
For more information on Rackspace, click here:
www.rackspace.com

SERVICE AVAILABILITY AND FEATURES

- CaterTrax™ is available for use 24 hours a day, seven days a week, 365-days a year, except during scheduled maintenance
- CaterTrax™ is available with a bandwidth of at least one full T1

System availability and redundancy is handled as follows:

- Internet connectivity via Qwest, AT&T, Sprint, MCI, Above Net, and SBC
- Use of redundant power supplies at data facility to GUARANTEE 100% up time via Rackspace Intensive SLA
- Use of IDS Threat Manager and Log Manager hardware devices
- Use of redundant Active and Passive Cisco ASA 5510+ Firewalls
- Use of redundant Load Balanced web servers with RAID 5 configuration

SUPPORT AND SERVICE REQUEST STANDARDS

Business hours and business days are defined as follows:

Business Hour : Anytime between 8:00 am and 5:00 pm Eastern Time Monday to Friday

Business Day: 8:00 am to 5:00 pm Eastern Time Monday through Friday (*holiday exclusion dates may apply).

E-mail Support requests can be placed 24 hours per day, 7 days per week, and 365 days per year using the Support Portal which is accessible through the Administration panel of the Provided Service Application. If the Provided Service Application is not functioning, e-mail support tickets can be placed at support@catertrax.com. In e-mail Support instances, CaterTrax™ support personnel will respond to support requests within eight (8) business hours of the business day time in which the request was made. In instances where the e-mail support request was placed on a Saturday, Sunday, or National holiday, CaterTrax™ support personnel will respond to support requests within eight (8) hours of the next business day.

Standard Phone Support is available from 8:00 am to 5:00 pm Eastern Time Monday through Friday by calling 585-935-7105. In Standard Phone Support instances, CaterTrax™ support personnel will respond to support requests within eight (8) business hours of the business day time in which the request was made. In instances where the Standard Phone Support request was placed on a National holiday, CaterTrax™ support personnel will respond to support requests within eight (8) business hours of the next business day.

Emergency Phone Support is available from 5:01 pm to 7:59 am Eastern Time, Monday through Friday, and 24 hours per day on Saturday, Sunday, and holidays by calling 585-935-7105 and following the prompts to place an Emergency Phone Support request. In Emergency Phone Support instances, CaterTrax™ support personnel will respond to support requests within four (4) hours.

Standard Remote Web-Cast Orientation is available on a pre-scheduled basis from 9:00 am to 3:00 pm Eastern Time, Monday through Friday, by using the Request Orientation Portal which is accessible through the Administration panel of CaterTrax™. New CaterTrax™ implementations include a one-hour orientation session with Customer-designated Customer staff member(s) and a confirmation of successful completion of orientation from CaterTrax™ staff member.

Non-Standard Remote Web-Cast Training is available on a pre-scheduled basis from 9:00 am to 3:00 pm Eastern Time, Monday through Friday, by using the Request Training Portal which is accessible through the Administration panel of CaterTrax™. The cost for Non-Standard Remote Web-Cast Training is $125.00 per one-hour session. CaterTrax™ billing department will contact Customer to confirm payment terms for such training.

DATA HANDLING PROCEDURES AND SECURITY SPECIFICATIONS

- CaterTrax™ data is backed up as follows:
- One daily incremental "local" copy of the Data is kept at the Data Center
- One weekly "local" copy of the Data is kept at the Data Center
- One weekly "remote" copy of the Data is stored in third-party facility which is geographically distant from the Data Center
- Backups of database files are kept for fourteen (14) days
- Other files are kept for at least two (2) prior versions

Rackspace Managed Backup Procedures

As our managed hosting partner, Rackspace maintains one of the industry's most highly successful backup operations and infrastructures in the world. Because they are a hosting provider, Rackspace has always had to maintain the highest possible security on behalf of our CaterTrax™ our customers.

Rackspace Managed Backup has been successfully used to satisfy regulations such as PCI, SAS70, and HIPAA. They have implemented three different back-up methods to take all reasonable steps possible to ensure the integrity of the site data.

Data Security

At CaterTrax, we follow stringent standards to ensure the secure access, handling, transfer, and back-up of data. From a human resource management perspective, we follow the guidelines in our SAS70 Certification procedures.

Any and all staff that has security access to move data from a customer's site, whether for archive purposes, or to export for a custom report, or to restore a database, have been thoroughly background checked to ensure that they have no criminal record. The process of moving data in these situations is done by using a secured VPN (Virtual Private Network) connection which requires our highest level of system administrator access.

We leverage the data vault and tokenization technologies of the payment gateways we interface with so that no cardholder data is stored in our databases. The sensitive data that is stored within the site databases (such as merchant account information, merchant account passwords, and/or merchant account token GUID's) is encrypted using a commercially vetted 256-bit encryption key.

Again, with regard to on-line payment processing, we follow the guidelines as described in our PCI Compliance procedures. Our PCI Compliance strategy ensures that NO cardholder data is stored on any of our servers.

Additionally, a script is run on all of our servers, at a minimum of every 30 days, which searches for 16-digit cardholder data in any of our payment fields and removes such data. This procedure has been implemented in case a customer or a catering site administrator has accidentally or intentionally mis-used any of the payment fields in our system to place cardholder data.

SERVICE CONTINUITY ERRORS AND DISASTER RECOVERY

CaterTrax™ addresses business continuity issues as follows:

- Drive Failure: In the event of the failure of a primary drive, the System shall be restored to functionality within one hundred eighty (180) minutes

- Server Failure: In the event of the failure of the System server, the System shall be restored to functionality on a backup server within three hundred (300) minutes

- Location Failure: In the event of the failure of the entire location at which the service/application is housed, the System shall be restored to functionality within twenty-four (24) hours.

- In addition, CaterTrax™, via its Rackspace relationship, maintains redundant connections to the Internet and backup electrical systems including at least an uninterruptible power supply (UPS) and an electrical generator.

CaterTrax™ addresses disaster recovery or extreme outage issues as follows:
In the event of an Extreme Service Interruption Event, CaterTrax™ will use commercially reasonable efforts to promptly restore the System and all Services within five (5) days after the occurrence of such Extreme Service Disruption Event.

INTERNAL APPLICATION MANAGEMENT

As a hosted application service provider, management of the source code for all of our CaterTrax™ systems is crucial to the success of our company goal to provide security, scalability and reliability for all of the solutions we offer to all the industries we serve.

Since we release product enhancements and improvements frequently, we are very focused on product testing and regression analysis to ensure that all of these enhancements and improvements are compatible with our existing functionality.
To that end, we have designated a Director of Quality Assurance and testing team along with a Software Configuration Manager. We have established a complete source code management process that ensures that all members of our software development team follow a disciplined structure. At the heart of this process is the desire to release error free code.