Bureau Digitekst
Communication and Internet services

DIGITEKST CYCLOS SERVICE PLANS

APPLICATION SERVICE - IMPLEMENTATION - MODIFICATION - TRAINING - SUPPORT

Stand-alone plans and Group plans

Introduction

Cyclos is an open source, highly customizable, secure, web based complementary currency trading system. Bureau Digitekst implements Cyclos and provides Cyclos services. We provide secure, reliable service of Cyclos at minimum cost, in collaboration with the STRO foundation. As a partner of STRO foundation, the maker of Cyclos, we have direct access to expert knowledge. We perform new implementations, service of existing systems, configuration, customization, modification, and administrator training for small and large groups.

We provide Cyclos application services with end user satisfaction, security, and reliability as priorities.

Terms of service: http://www.digitekst.net/alv

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1. Secure application provisioning service

1.1. Application hosting service

Application hosting features making available of software applications, as well as operating and maintaining the servers that support the software. We take care of securing your data from hackers, abusers, and information theft by maintaining high levels of security. Application hosting covers:

- Installing
- Configuring
- Monitoring
- Patching
- Updating
- Backup
- Troubleshooting

Application hosting brings the following advantages for your organization:

- Maintenance costs for the application are spread over a number of clients
- Accumulation of application knowledge and experience at one point for easy access
- Software systems are kept up to date, available, and managed for performance by experts
- Improved reliability, availability, scalability and security of the required IT systems
- Reduce IT costs to a predictable monthly fee.

1.2. Security policies

We apply strict policies on data and system security.
Here is a summary of our policies:

- Our servers by default use data encryption for all access to Cyclos services, and also for all other possible services authentication (pop, imap and ftp).
- We keep our systems up to date and patched at all times
- All backups are encrypted and password protected when transmitted over the Internet.
- We strive to use encrypted email when necessary (but here we are dependent on the recipients; encryption of email is not yet commonplace). Check http://enigmail.mozdev.org for more information.
- No one but our personnel has shell access to systems.
- We monitor our system security logs daily.
- We keep very strict policies when it comes to handling of authentication data (passwords).
- We recommend against using the standard 4 char password length in Cyclos (we recommend at least 8 characters).
- We prohibit that administrators keep the default passwords
- We prohibit unnecessary high authorization levels
- We don't use default administrator user names
- We never send passwords in clear text over the Internet or in emails
- We recommend using host whitelisting for admin access
- We recommend using host whitelisting for web services
- We offer ssl certificate on your own domain name (ssl virtual host)

Cyclos has good built-in security measures, like

- blocking access after a determined number of failed login attempts (3 by default)
- session time-out at inactivity (default 15 minutes)
- host whitelisting for admin and web services access

In the next paragraphs, we will give an overview of the relevant implementation considerations. Later on, we will explain the support model and conditions. Please Note: some information is not applicable on the Group plans, as these documentation was written primarily for the stand-alone plans (Eco Light and Eco Pro).

2. Implementation considerations

The implementation of Cyclos brings forward some attention points. The most important ones: planning the implementation, configuration of the program, administrator training, optional migration of existing data, and the optional integration with an existing or a new website.

2.1. Consultation and training

It is good practice to plan well ahead of the implementation. If you like, we can visit at your location to advise on the implementation plan, or we can advise and consult with you via phone and email. We help you to address all necessary steps to the configuration of the program and the adjustments to your specific situation. If necessary, we will write the configuration plan for you and implement the configuration.

It is recommended to organize one or more training sessions for the system administrators and account administrators. During the training, the administrators will be instructed how to maintain the program and how to perform administration tasks. We can provide this training for you on your location.

2.2. System configuration (not all applicable for Group plans)

Before you start using the system (or even create users), you must configure (or parametrize) it. Think of the setting of user groups, geographical areas, initial account values, account fees (like membership contributions), transaction fees, and advertisement categories. Cyclos offers a number of possibilities to set these. You would match the possibilities of Cyclos against the processes you have implemented or will implement in your organization. Based on the outcomes, you prepare a configuration plan. The actual configuration is done via the administration interface. We can advise you during this phase, or perform the necessary steps for you at nominal rate.

2.3. Data migration

If you start with a new initiative, you will start from an empty system database. In this case you can have your members self-register; you can elect to approve the registrations if you choose that option. Alternatively you can create your member accounts manually through the administration interface. This is no problem, but if you have many members, it will take some time.

If you have already a populated database, you can opt to migrate the system database. An import tool is available (for Light plan, optional). It is a reasonable option if you have a large number of members, for instance more than 200. We offer support in data import.

2.4. Integration

Cyclos primarily functions as a transaction system. Communication and information functions are limited. You may want to integrate Cyclos with an existing or new website.

Integration may involve among others(depending on the version of Cyclos):
- aligning the look and feel of Cyclos with the house style of your website/organization
- integration by framing or linking Cyclos in your website, so that your members/visitors will experience an integrated and unified website.
- displaying the advertisements of your members on the website (there is a web service enabling this). There is a module for Joomla! For other systems, like Wordpress, we offer support.

In these matters we can advise, as well assist during the realization phase at nominal rate.

3. Definitions and Terms

These terms are applicable to the standard service. Individual service level agreements may contain different provisions.

3.1. Scope of the service

Cyclos service is provided on 'as-is' basis. The service comprises the technical availability of the system, conforming to the working of Cyclos as designed. Bugs/flaws in the Cyclos system are the responsibility of the maker, STRO foundation. Nevertheless, Bureau Digitekst will work with you to localize and solve issues that may exist in Cyclos, with the aid of STRO.

Modifications to Cyclos requiring source code changes can be requested at the Cyclos development team. At request source code changed can be made by Bureau Digitekst as well. Modifications made by you are possible, but may impact our support model.

Small adaptations, like minor changes to look and feel, may be performed by us at no extra cost. Most of these can be done by yourself if you have knowledge of web programming techniques, via the administration interface.

Please note: this is a managed hosting service. To maintain a high level of availability and data security, there is no database access, no shell access, and no control panel.

3.2. Release-upgrades and updates

New versions of Cyclos may be released several times a year. They contain new functionality and bug fixes. Bureau Digitekst decides (in concert with the user organizations) when a new release will be implemented. Minor release upgrades are generally included in the hosting package. The processing of major release upgrades will be dependent of the nature of the upgrade. (Security) updates may be implemented without delay. If necessary, we inform the organizations about this. For major versions, Cyclos tends to require a migration which, due to it's individual requirements, is usually not included in the service plan.

3.3. Availability

At standard rates, the service is offered based on 'Best effort'. Bureau Digitekst does the most to make the service continuously available. There has been no significant downtime of the service since we commenced in 2005. We can, however, not be hold accountable for any damage or loss in case the service is not available.

We maintain a refund policy as follows: for every 24 hours (as proven by the system logs) of unavailability, we will refund 1 month of the yearly fee. We will not refund in case the unavailability is
- announced in advance on our website or by email (for instance in case of system upgrades)
- the result of configuration activities done by you or someone representing you.
- the cause of the interruption is outside our systems

The refund will only be in effect when users have immediately informed Bureau Digitekst of the unavailability by email or phone, so that we can determine the cause of the unavailability together. The sole claim of users that the system is unavailable will not be a reason for refund, since the cause of the unavailability might well reside outside the systems of Bureau Digitekst.

These conditions are in addition to our general terms of service, available at www.digitekst.net/alv.

3.4. Encrypted data backups

- All data backups are duplicated to encrypted storage, over encrypted connections to separate geographical locations.
- Data backups are kept according to a schedule of 7 daily- 4 weekly - 12 monthly - 6 yearly.

3.5. User support and problem solving

3.5.1. User support

End user support (help in using the system) is usually considered a task of the user organization. On line help is available throughout the system. It is advisable that some key users in the organization build up expertise in the system, to the end of supporting end users. We will provide limited 2nd line support, in supporting key users/administrators, and providing answers to frequently asked questions. Extended support is available for purchase in convenient packages.

3.5.2. Problem solving

Problem solving (resolution of incidents). Depending on the cause and nature of the incident, we solve it at no cost (in case there is an issue in our server infrastructure) or (partly) at the cost of the user organization (in case the incident is related to (in)actions of users or administrators).

3.5.3. Administration accounts

Cyclos has several levels of administrator account roles. The highest level, with all authorizations, is that of the system administrator. In every system are two system administrators: one for Bureau Digitekst, to provide support, and one of the user organization. To protect the system, **we do not allow you to have more than one system administrator**. For daily administration tasks the account administrator role should be used. **In the Group Plan, the user organization only has an account administrator and no system administrator.**

3.5.4. Configuration plan

If you request support, you will be **required to make your configuration plan available.** Otherwise it will be impossible to give support, given the broad configuration possibilities of Cyclos. The configuration plan must contain the following items and their settings: account types, transaction types, transaction fees, contributions, groups, permissions (except for the standard configuration of Cyclos). This means, that all configuration changes that were made must be described in the configuration plan. At request we can send you a configuration plan template.

3.6. Making changes (not applicable to group based packages)

Cyclos can be changed using the administration interface, and by changing the source code.
It is recommended to only make changes using the tools provided in the administration interface.
This way many changes can be made. For instance, all text elements can be changed; Colors, images and page layout can be changed; fields can be added and properties of fields can be changed.

It is possible for an administrator to change application .jsp pages. This can easily break the application. If you use this function, there will be no free support. We recommend against changing the program .jsp pages (this does not apply to the so called 'static pages'). **We do not offer unpaid support when something is broken as a result of changing application .jsp pages.**

Making modifications by changing the source code is a considerable task, and comes at a price. It requires specialist knowledge and a programming environment. If desired, we can make modifications for you. To that end we will enter into a software development agreement.

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page 5 of 5
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