

Derek Chan  
CTO  
Realview  
Level3, 191 Clarence St  
Sydney, NSW 2000  
Australia

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Dear Derek,

Harbour MSP Pty Ltd is committed to maintaining a high degree of business continuity preparedness to support the requirements of its customers, shareholder and staff.

Our business continuity program continues to evolve in line with the ITIL industry best practice framework and is based on a commitment to continuous improvement. The key elements of our business continuity preparedness are:

1. **Ultra reliable, Tier 3 colocation facilities are employed for all customers.** Tier 3 facilities deliver the highest possible levels of availability that can be used in Australia; typically in the region of 99.999%. A Tier 3 colocation facility ensures that all power, temperature, humidity, fire suppression, security and back-up power facilities are protected by redundant systems. If any one element is being maintained, then there are still redundant systems available.
2. **ITIL best practice processes are employed.** Harbour MSP employs ITIL certified professionals to ensure processes such as incident, problem, change and configuration management adhere to industry best practices guidelines. This means there is less risk of an availability incident negatively impacting a Harbour MSP customer and when incidents arise, they are resolved in the shortest possible time-frame.
3. **High availability business systems.** All critical customer facing systems are designed and deployed in high availability mode. This means that if any underlying infrastructure component such a network devices, server or storage components fail, there is a redundant component protecting it in failover mode. Key customers facing service systems such as email, service desk, document management and telephony have geographically diverse redundant alternatives. In addition, Harbour MSP technical support is located in two geographically diverse facilities in Sydney and Singapore.
4. **Business continuity plans are in place.** In event of a disaster situation, Harbour MSP's objective is to restore critical operations as quickly as possible. To reduce the risk of an excessive recovery time, Harbour MSP has a plan of regularly testing for key service systems such as email, service desk, document store and telephony.

We trust this document provides our clients the assurance that the appropriate levels of availability, security and reliability are in place at Harbour MSP.

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John Howl  
CEO Harbour MSP