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Jeffrey C. Wiles – Chief Technology Officer/ CEO Designate

June 16, 2007

To all of our valued Clients:

On Thursday evening June 14th our techs received notification to their pagers that there was a temperature issue in our server room. They remotely analyzed the situation for a few hours and noticed that it was just an influx of traffic and demand. A few hours later we noticed that there was a decrease in traffic but the temperature was not changing. At that point in time we dispatched techs to the server room and physically examined our systems.

Tech arrived on scene to find some failure in some blade servers that were not being used for our clients accounts. While they were working on the non-client side aspect of our servers, high temperatures destroyed our mainframe server which handles our main website, support tickets, pager routing, mail support, everything. We also apparently forgot to pay our domain registration bill. The domain registration was paid, the hard drive was restored but that one failed as well. It took a few hours to get a new one and we noticed that the drive we were going to use had too many bad sectors.

Finally, we found a hard drive that met our standards, and over the past few days and hours we restored all of our functionality. During this time no client information was affected. Clients' information is whole and intact from the day our site went down. In other words, no information was lost.

Early this morning everything was running full steam ahead. We had nearly two dozen techs working around the clock to bring everything back up to standard. Early this afternoon we sat down and went over the situation to see if we could have done anything to prevent this from happening; and the answer was an obvious no. We chalked it up to technology being unreliable. We are however going to investigate this matter further and research ideas for better hardware monitoring. This may include even changing server locations, but that will be the ultimate extreme if necessary.

To our clients that have been with us for a long time, you know that this is just a freak outage we worked hard on. For those of you that are new to us, it looks pretty bad. We assure you that we are dedicated to customer focus and service first, and apologize wholeheartedly for any outage you may have experienced. We hope that this does not change your mindset on how we operate here at EMS Hosting.

If anyone has any questions or input on this matter feel free to e-mail me directly and I will be happy to entertain your thoughts.

Sincerely,

Jeff Wiles
Chief Technology Officer
CEO Designate
EMS Hosting, INC.