



**Electrical Power Availability Guarantee, v1 – February 4th 2006
Applicable to all VioneB Solutions Technologiques clients.**

By signing up for the VioneB Solutions Technologiques's services on the Internet, or by using any other means of subscription including subscription via a third party, a sales representative or commercialization partner, you benefit from the present electrical power availability guarantee if you are billed directly by the VioneB Solutions Technologiques. As certain restrictions apply, please read the detailed description.

Who may benefit from the guarantee?

The following guarantee is applicable to the renewable services offered by the VioneB Solutions Technologiques that include an electrical supply port or an amp circuit: the dedicated server and colocation services.

Guarantee Terms

VST guarantees the electrical power supply of its datacenter 100% for all clients subscribed to a solution which includes an electrical supply port or an amp circuit. During one month, power outages shall never occur. If it should happen, VST will compensate its clients with a credit equivalent to one day for the first 45 minutes of unavailability and one day of credit for each of the following hours. The credit can be claimed up to the monthly amount paid for the service. This unavailability must be caused by problems directly related to the datacenter's electrical supply or to your server or bay's power supply.

Exclusions

The guarantee is limited to electrical power unavailability due to hardware directly owned and operated by the VioneB Solutions Technologiques or one of its direct suppliers. Any request for credit concerning a problem other than electrical power supply will be analyzed and treated individually as an independent request which is not subject to the electrical power supply guarantee.

Claim Procedures

All claims concerning this guarantee must be done using the standard document located in the "Technical Support" section of VST's site. All requests must be made within seven (7) days following the end of the month in question. Claims must include the time of the start of the unavailability, the time of the return to normal, the name of the client, the client's main domain name and the client's account number. The thoroughly filled reclamation form must be sent by fax. Any incomplete reclamation form will be discarded. The request will be processed within 10 to 15 days following its reception.

Guarantee Contract

The guarantee is automatically valid for all of VioneB Solutions Technologiques's subscribers. VST reserves the right to modify the present guarantee at any time, without notice. The modifications will be shown on this page. If you wish a written confirmation of this guarantee, please send this page by mail at 42 Chevalier, St-Basile-Le-Grand, Qc. J3N 1K7 and we will return it signed and approved.

Client's name: _____
Client's domain: _____
Address: _____

Accepted by the VioneB Solutions Technologiques,

Signature : _____
Name : _____
Date : ____ / ____ / _____