



December 19, 2003

Mr. Forrest Pardue, President  
24/7 Systems, Inc.  
1242 Topsider Road  
Louisville, TN 37777

Dear Mr. Pardue:

Sword & Shield Enterprise Security (Sword & Shield) Inc. has conducted a vulnerability assessment of the 24/7 Systems, Inc. public web server during the period of December 8-19, 2003. This testing effort focused on the technical security safeguards of the 24/7 Systems, Inc. public web server. The security test team examined the ability of the 24/7 Systems, Inc. public web server to safeguard data and operations, and evaluated vulnerabilities and risks associated with the current implementation.

The vulnerability assessment focused on the security posture of the 24/7 Systems, Inc. public server with respect to an attack from an unauthorized Internet based threat agent. Additionally, the test team examined the physical security controls in place at the hosting facility and the current backup procedures in place.

It is the opinion of the test team that the current security posture of the 24/7 Systems, Inc. web server is satisfactory. The data collected during the testing period revealed only a small number of vulnerabilities, the majority of which could be remediated by applying the recommended patch, utilizing the vendor recommended utility, or following the vendor recommended procedure. Also, the 24/7 Systems, Inc. Fortigate firewall was found to have the most up-to-date anti-virus, intrusion detection, and operating system versions installed. Additionally, the physical security controls implemented within the Digital Crossing Networks hosting facility, which included proxy card readers, 24x7 digital video surveillance, and biometric fingerprint plus personal identification number (PIN) verification, were satisfactory. It should also be noted that the hosting provider provides 24/7 Systems, Inc. with satisfactory backup procedures as well.

The conclusions of our test team is that 24/7 Systems, Inc. has satisfactory security systems and safeguards for the protection of their clients information.

The technical findings of the test team are provided as a separate, confidential document.

Sincerely,

Will Henderson, CEO