

Exhibit F COMMUNICATIONS & PROCEDURES



Client agrees to comply with the following forms of communication and procedures to initiate a Service Request (SR):

- 1. Customer Support Portal:** The preferred method to initiate a Service Request is to use the “Contact Administrator” selection from the context menu of pleasantbay.NET’s MITS icon running in the system tray of each and every computer. By right-clicking on the “P” in the lower right of the screen, the context menu appears with two items: Contact Administrator and Refresh. Once Contact Administrator is clicked, an Internet Explorer browser page is opened to a form which has recognized the machine in question with form fields to be filled out by the end user to provide pleasantbay.NET with details of the current problem. Click ‘Save Changes’ at the top to submit your SR. Not all SR’s are billable, so please encourage your end users to submit each and every problem so that we can possibly recognize overall patterns, which will help us to resolve larger issues.
- 2. Telephone:** Calling us at 508-744-7139 is always acceptable, but please understand that this method can sometimes result in the user being sent to Voice Mail.
- 3. Email:** A user with a computer problem can email support@pleasantbay.net to initiate a Service Request.

Upon the use of any of the above methods, the initiation of a Service Request will subsequently be confirmed with the company-appointed Primary Contact as an approved request for billable service.

Please note: A server or network down is of critical and primary concern, so these emergency calls will be taken at all times. Please call immediately before attempting to remedy the situation yourself.