

Exhibit C

GLOSSARY OF TERMS



Backup Device: 1. A device that receives a backup copy of files. 2. A secondary energy source used to power devices in the event that the primary energy source fails. Battery Backup typically provides power for a short period of time, allowing for immediate action, system protection, and system shutdown before the battery reaches a drained state.

Backup Set: A file, created by the Administrator, in which it is defined what files are going to be backed up and to what specific location.

Bandwidth: The amount of information that can be transmitted over communications lines at one time. The higher the bandwidth, the faster a file can be downloaded or uploaded, or the faster the Web page loads.

Broadband: A transmission facility having a bandwidth sufficient to carry multiple voice, video or data channels simultaneously.

Computer: Refers to a programmable electronic device that can store, retrieve, and process data, for instance, a personal computer (PC).

Customer Support Portal: A web-based form which enables Client to input the details of a request for service (SR).

Desktop: A personal computer (PC) that sits on or near a user's desk.

Firewall: A combination hardware and software buffer that many companies or organizations have in place between their internal networks and the Internet. A firewall allows only specific kinds of messages from the Internet to flow in and out of the internal network. This protects the internal network from intruders or hackers who might try to use the Internet to break into those systems.

Hardware: The mechanical devices that comprise a computer system, such as the central processing unit, monitor, keyboard, and mouse, as well as peripheral equipment like printers and speakers.

Information Technology (IT): Any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. The term information technology includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services), and related resources.

Laptop: A laptop is any computer designed to perform nearly as well as a desktop system, but will run for a short time (usually one to two hours) on batteries. They are designed for mobility, but are not particularly convenient to carry around. They are

significantly more expensive than desktop systems. Calling a system a laptop implies nothing about its platform.

Managed Switch: An electromechanical device that can be controlled remotely to interconnect two circuits.

Media: Material that information is written to and stored on, such as tapes or removable disks.

Network: A group of computers and associated devices connected by communications facilities (both hardware and software) to share information and peripheral devices, such as printers and modems.

Network Device: A computer, printer, modem, cable, switch, terminal or any other physical entity connected to a network.

Notebook: A notebook is any small laptop computer designed to perform nearly as well as a desktop system, but will run for a longer time than laptops (usually three to seven hours) on batteries. They are designed for mobility, and are more convenient to carry around than a laptop. Most notebooks qualify as a Centrino, but only in compliance to Intel's stringent guidelines.

RMA: When returning any items, a Returned Merchandise Authorization form must be submitted, which will require the original invoice, name and model number of the equipment, as well as any serial numbers, if any.

Router: On the Internet, a router is a device or, in some cases, software in a computer, that directs information packets to the next point toward their destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks it is connected to. A router is located at any juncture of networks, including each Internet point-of-presence or gateway.

Server: A dedicated computer or device on a network that manages network resources.

SR: A Service Request is the request for support from Client, which is initiated by an email sent to support@pleasantbay.net, clicking on Contact Administrator to access the Customer Support Portal, or simply calling Provider by telephone.

Software: A computer program, which provides the instructions which enable the computer hardware to work. System software, such as Windows or MacOS, operate the machine itself, and applications software, such as spreadsheet or word processing programs, provide specific functionality.

T-1: Also known as DS1 and T1, a T-1 is a dedicated digital communication link provided by a telephone company that offers 1.544 megabits per second of bandwidth, commonly used for carrying traffic to and from private business networks and Internet service providers.

Telephony: The science of translating sound into electrical signals, transmitting them, and then converting them back to sound; that is, the science of telephones. The term is used frequently to refer to computer hardware and software that performs functions traditionally performed by telephone equipment. For example, telephony software can combine with your modem to turn your computer into a sophisticated answering service. Voice mail is another popular telephony application.

Workstation: A computer that is connected to a network. A workstation has its own processor, processes applications locally and may access data and resources located elsewhere on the network.