



Dear Customers,

Last week, we began a project to relocate approximately 4,000 servers from a third party data center in Miami to a Hostway facility in Tampa. Our goal was to improve the long term quality of service we provide to customers by moving them to a facility with more capacity and better network connectivity.

Our original timeline estimation for the migration was 12 – 15 hours and the majority of the migrated servers were restored within that timeframe, and an additional 1,000 servers were brought on-line by Monday. Unfortunately, however, there were also a large number of hardware failures. Our staff has been working non-stop to bring the affected servers back up since the weekend.

As of today, we have approximately 20 servers that are still being worked on for a hardware failure of one form or another, and we are working feverishly around the clock to get these customers on-line as soon as possible.

Please check <http://migration.affinitymembers.net> for the latest status updates.

We are deeply sorry for the extended amount of downtime experienced by customers who were affected by the hardware failures – even one down server is unsatisfactory to us. We know how important your server is to your business, which is why we are doing everything within our power to get every single customer back up and running as fast as humanly possible.

Thank you for your patience and understanding.

Sincerely,

Lucas Roh
CEO
Hostway Corporation