

Attention all PCS clients who use PayPal for utility payments:

PayPal database and applications will be migrating to a new facility which has better hardware infrastructure. The applications include:

Payflow Pilot
Payflowpro
Paypal Manager

The migration of these applications will occur over the course of eight days, beginning on March 9, 2011. The migration for each application is expected to last under 30 minutes but could take a little longer. For the duration of the migration, you will not be able to access these applications, run reports via API or receive payments via Payflow Link.

The database migration and maintenance is scheduled for March 17, 2011 between 10:00 p.m. PST and 11:00 p.m. PST, and during this timeframe you can expect these applications to be unavailable as well. Additionally, merchants may receive a Result Code 19 ("Original transaction ID not found") while performing reference transaction types (Delayed Capture, Credit, Void, or Inquiry) against transactions which completed during the maintenance period. PayPal expects this to be resolved by 5:00 p.m. PST on March 18. After that, merchants will be able to re-process these transactions.

With this migration, PayPal will be introducing new IP addresses which may require you to make one or more changes to your environment:

- * Flush your DNS cache if your applications cache existing IPs defined on the end of this letter.
- * Update your application or system configuration (e.g. system hosts file) if you hard code IP addresses.
- * Check and/or update your firewall configuration to ensure that outbound access to the new IP addresses is permitted.

Please consult with your organization's IT personnel to determine if action is necessary in order to avoid an interruption in service.

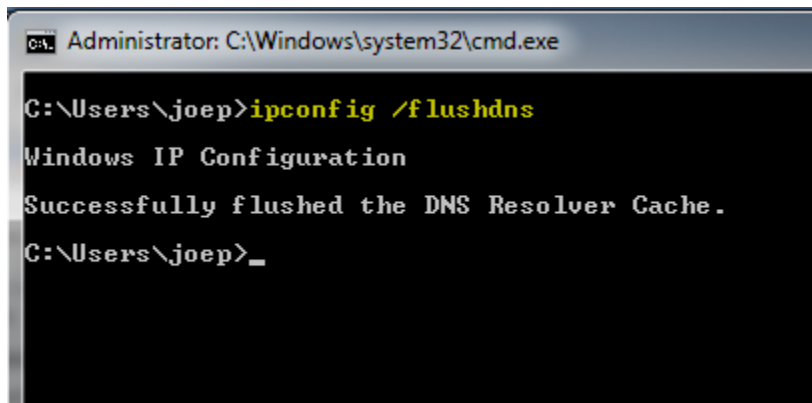
Information to help you understand changes occurring

DNS stands for Dynamic Name Services. Every computer that is connected to the Internet is assigned a number. This number is called an Internet Protocol Address (IP Address). The current standard is IPv4, which is a series of 4 numbers separated by periods. For example, a web page you visit at PayPal is on one of their servers connected to the Internet at IP Address; 216.113.190.200. Because of DNS you do not have to remember this number, you can simply remember their domain: pilot-payflowpro.paypal.com.

When changes occur as described above, it is necessary to reset the cache in your servers so they will remember new number and address combinations. This is called flushing the DNS. It is a simple command you run on your systems from a command prompt.

See the image below that shows a command prompt with the command “ipconfig /flushdns” being completed.

You should see the successful message at the completion of the command.



```
Administrator: C:\Windows\system32\cmd.exe
C:\Users\joep>ipconfig /flushdns
Windows IP Configuration
Successfully flushed the DNS Resolver Cache.
C:\Users\joep>_
```

For utilities in the PCS hosting center, *Utilit-e Central*

Do I need to make changes if our utility is hosted at PCS?

- Residing in *Utilit-e Central*, does not exclude the utility from potential impact from the PayPal changes.
- If payments taken at the front counter communicate in any way directly with PayPal, you may have to make changes. This will vary for each client based on their unique methods used to communicate with PayPal when the payment processing is run.
- For clients who use PayPal and reside in *Central*, PCS ITS will flush the DNS cache in *Central* on the IPs defined. If you use PayPal for counter payments at the utility, you will need to flush the DNS at the utility.

If your utility IT department has questions, please contact Joe Popham at joep@pcsko.com or 712-262-3106.

Payflow Production migration between March 10-17, 2011

URL: payflowpro.verisign.com .
Current IP address: 216.113.190.147
New IP address: 66.211.171.139

URL: payflowpro.paypal.com
Current IP address: 216.113.190.148
New IP address: 66.211.171.141
PayPal Manager (<https://manager.paypal.com>):
Maintenance start time: March 17, 10:00 p.m. PST
Current IP address: 216.113.190.184
New IP address: 66.211.171.182

Payflow Pilot migration between February 17-24, 2011

The Payflow testing sites, named (Pilot) are also going to be changed in February.
Payflow Pilot migration will take place February 17-24, 2011. Payflow Pilot is used for testing only.

URL: pilot-payflowpro.verisign.com
Current IP address: 216.113.190.199
New IP address: 66.211.171.138

URL: pilot-payflowpro.paypal.com
Current IP address: 216.113.190.200
New IP address: 66.211.171.140