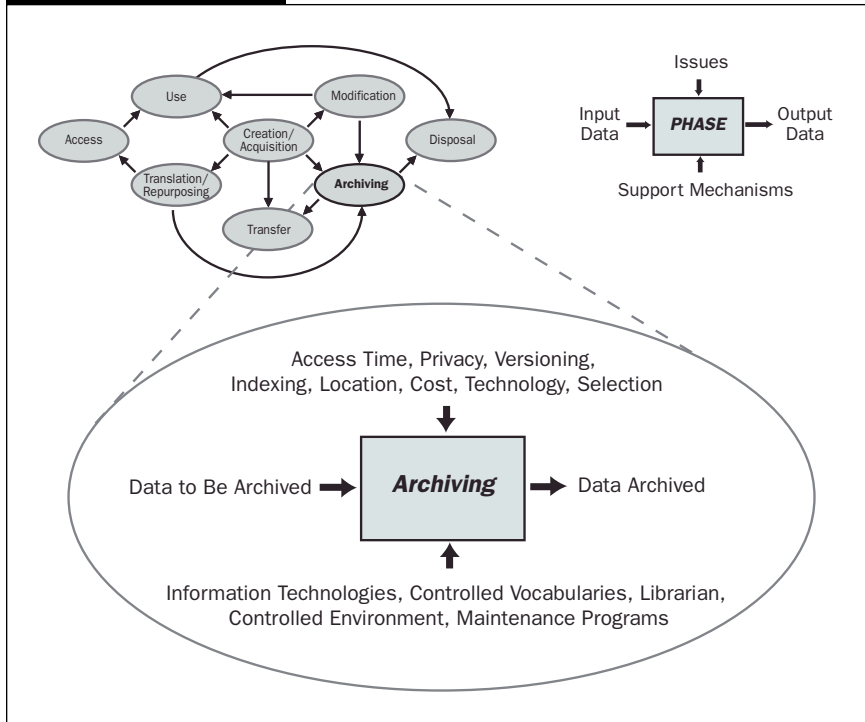


EXHIBIT 4.5



with the same vigilance. Similarly, maintaining the privacy of information in an archive can be challenging because of the potential intervention of hackers or internal knowledge workers.

Besides providing ready access to information, archiving involves a filtering process that is a function of the quality and importance of information, cost of archiving, and the likely need for the information in the future. For example, in archiving phone support logs for the creation of a frequently asked question (FAQ) online database for internal customer service representatives, relevant questions and answers may be flagged for editing and archiving for use in the future. Because the information may go out of date with changes in the product line, there must be some efficient, automated means of identifying all FAQs related to a discontinued product.