



Pre-Sale FAQs

1. What counts as disk space?

All of your web files, logs, email stored on the server and databases.

2. What happens if I go over my bandwidth and web space quotas?

We will not cap off your web space or bandwidth usage. We will simply bill you for what you used extra. Extra disk space is \$5.00 per 25 MB. Bandwidth is \$5.00 per 1 GB of transfer. Some hosting companies will simply turn off your website once your quota is reached. We do not practice this. You will get an invoice via email if you are over your quotas. You can always check your resources usage in HELM, our control panel.

3. Can I upgrade or downgrade my plan at a later date?

You can upgrade or downgrade your hosting plan at anytime. For example, you can open your account on the starter plan and later upgrade to the a higher level plan. If you are in the middle a term, we will prorate the upgrade.

4. Is my website backed up ?

Your website is backed up on a nightly basis. We have an archive of approximately two weeks. Your email stored on the server is backed up, but we recommend making copies of emails as we can't guarantee full recovery where email is constantly changing. It is recommended for extra precaution that you download and backup your web files for extra precaution.

5. How does the pricing work ?

We bill you each month via email. Your email will contain a link and you can pay your bill on line or mail in a check for the amount due. Billing occurs on the first of the month and checks should arrive by mail no later than the 15th. If you choose to prepay for the year, we will bill you for the entire year, and next billing will be on your anniversary.

6. What methods of payments do you accept?

We accept VISA, MasterCard, Discover, American Express and echecks through PayPal. If you use echeck or mail a check, your account will be credited as soon as you check clears the bank. If mailing a check, you can use a bank check or cashiers check and your account will be accredited upon receipt.

7. Can I see my site right away after my site is activated?

No. It takes 24 to 72 hours for your domain to populate and being able to use your site with your domain name. However, when you receive your activation letter you will have an alias to access your site while you wait for it to populate.