



ST.HELENA WEB HOSTING SERVICE

What is Web Hosting?

Web Hosting enables a company, organisation or individual to have an electronic presence on the internet.

Sure's web hosting servers provides the platform on which Customer's websites are stored and accessed by users. Upon taking up web hosting services with Sure, Customers will need to upload their website to these server(s).

Benefits to Customer

With Sure hosting your Website you will be one of a small number of Customers therefore:

- You will have quick access to, and personalized support. This will save you time and money
- The time to upload your data to the server is less as the servers are located locally therefore your web site will be cheaper to maintain and update
- You will have an automatic link advertising your website free of charge on the "Sure Web Portal"

What does the Customer receive as part of our Web Hosting service?

- Having your own user ID and password for full access to your site 24 hours a day
- Microsoft FrontPage Server extension
- Ready access to and individual I.S support – saving you time and money

How do I go about applying for Web Hosting?

An application form will need to be filled out. This can be obtained from the Customer Care Centre, Bishop's Rooms in Jamestown.

The following information will need to be ascertained and given:

- How much space do you require?

Customers will receive 100 MB with the package. Additional space will be charged for. NB larger websites take longer to upload. (Initially – afterwards only changes will have to be uploaded)

- Do you already have a registered Domain name or must Sure register one for you?

Some Customers might already have a domain name. We only register second level domain names under the .sh suffix only; eg co.sh (company)

- If you would like Sure to register for you, what domain name would you like to register?

The name selected will need to be authorised by N.I.C (Network Information Centre). Our I.S will contact N.I.C to register the domain on the Customers behalf. They will get back to Customer if there is a problem. i.e two customers cannot have the same domain name.

- As part of the package you will be given 2 free e-mail boxes. What e-mail addresses would you like to use?

Please provide addresses and passwords for these email boxes. The address must be @helanta.co.sh

Frequently asked questions and definitions

How do I upload my information to the web site?

Via any internet connection, however this is the responsibility of the Customers and there are two options:

1. FrontPage Server extensions. This is the recommended option. Customer must use Microsoft front page to upload the website – this is not provided by C&W
2. **FTP-File Transfer Protocol** (this must be requested when initially applying for the web hosting services).

Customers will need to have the relevant Browsers to view their websites on the server(s) once uploaded. Common Browsers include Internet Explorer, Netscape, Opera, and Magellan

DNS - Domain Name System. Maps names to IP addresses e.g. www.adam.com is linked to 192.168.1.1

FTP-File Transfer Protocol. A means of transferring or sharing files across the Internet from one computer system to another. (see tariffs below).

TARIFFS

Web Hosting	
<u>Rates</u>	
Web hosting Registration 100 MB + 2 free e-mail boxes	£20.00 one off charge
DNS Registration – lower level com.sh; co.sh etc	£15.00 one off charge
Web space per MB (Additional space)	£ 6.00 one off charge
<u>Rentals</u>	
Web Hosting with DNS maintenance (package)	£ 6.00 per month
Web Hosting	£ 6.00 per month
DNS Maintenance (no web hosting)	£ 4.00 per month
<u>File Transfer Protocol</u>	
100 MB Space	£10 per week
200 MB Space	£20 per week
300 MB Space	£30 per week
Space requirement above 300 MB	special price to be agreed
Set-up fee for the above options	£20 one off

WEB HOSTING TERMS & CONDITIONS

- the page content is considered suitable for display by the Host Master
- the Host Master's decision on all matters concerning the page shall be final
- pages shall include a link to Sure web site
- all pages are to be in hypertext format and can be uploaded to our servers via Frontpage or FTP
- the main page (Home Page) should be saved as default.htm
- the server space does not exceed the amount purchased
- All Home pages and website creation and maintenance are the responsibility of the author of the website/homepage and not Sure .