

### **1. How soon will my account be available after signing up ?**

We usually set up all accounts within 24 hours.

### **2. Where are your servers located ?**

Our servers are located in the United States of America.

### **3. How soon will my domain name be connected to the site ?**

New domain names are usually working within 24 to 48 hours.

If you already have a domain name you can point it to our servers within less than 4 hours to 10 days depending on various factors. If you need more information regarding this please contact us.

### **4. What is your minimum contract term ?**

If you choose to pay monthly the minimum contract term is one month. If you choose to pay yearly the minimum contract term is one year.

### **5. How can I pay you ?**

You can pay with or without a credit card via Paypal. Our prices are in US Dollar. If you are living outside the USA your payment will be converted from your currency to US Dollar automatically.

### **6. Do you have an uptime guarantee ?**

Our network uptime is above 99.9%. We do not offer an uptime guarantee for single servers but our average server uptime is above 99.8%.

### **7. Can I register domain names on your site ?**

We do only offer domain registration for our customers. All hosting plans include a free domain name.

**8. Will I own the domain names I register on your site ?**

Yes, you own the domain name and you can move it to another server at any time.

**9. Do you host international domains?**

Yes, we host any domain extension.

**10. Do you host adult or warez sites?**

No, we do not host adult or warez sites and we will have to terminate any account that contains such content.

**11. How much additional bandwidth can I purchase ?**

We sell 5 GB of traffic for \$3 per month. You can purchase up to 500 GB of additional traffic.

**12. Are you a reseller ?**

No, we operate and administrate our own servers in various US datacenters.

**13. Will my site contain any ads ?**

No there will not be any ads on your site.

**14. Are there any hidden fees?**

No.

**15. What kind of scripts will you install on my account ?**

As our customer you get a guestbook, counter, clock, chat, forum, shopping cart and form submission script.