Shared Services

Customer Service Description

VERSION 2.0

9/18/01

Proprietary: Not for disclosure outside of Interland except under written agreement

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1.0 Product Summary

1.1 Interland Overview

Interland, Inc. is the independent leading provider of business-class Web hosting solutions for small and medium businesses, offering a broad portfolio of standardized Web hosting, e-commerce, and application hosting services, from basic Web sites to managed dedicated hosting solutions.

Interland manages more than 130,000 business customers and more than 230,000 paid hosted Web sites. According to IDC, the Web hosting market is projected to reach more than $16.2 billion by 2005.

1.2 Shared Hosting Overview

Shared hosting is an economical, entry-level Web hosting solution for small- to medium-sized businesses. It significantly reduces the cost of establishing an Internet presence by allowing multiple customers' Web sites to reside on a single server, which is connected to a high-speed Internet connection.

One point to consider is that since you are sharing a server with multiple customers, it is possible that problematic sites located on your server may affect your Web site. If you are running mission-critical applications and/or a database-intensive site, we recommend that you migrate to the Interland Power or Accelerator hosting solutions.

Whether you're starting your site from scratch or need enhanced functionality, Interland's Client Solutions' services range from creating an entire Web site to implementing an e-commerce solution to designing custom scripts.

1.3 Interland's Technical Support

Interland's Technical Support representatives are always willing to diagnose issues related to server connectivity, user ID and passwords, but we cannot diagnose or correct issues with unsupported third-party software or scripts. Please refer to Section 4.2 of this document for an in-depth look at Interland's support parameters.
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2.0 Getting Started With Your Service

2.1 Account Information, Setup, and Configuration

2.1.1 Account Information

In order to access your specific account information, you will need to log on to Interland Online Support at http://support.interland.com/. To log on to the system, you will need to have your domain name and secret word handy.
Once you have logged on, you will be presented with our Terms of Service, which we recommend you read and print for your records, then select "View Customer Information". The information provided will resemble the information listed below:

> ?   DOMAIN: yourdomain.com

> ?   USER NAME/ID: usr094175

> ?   PASSWORD: OD19170

> ?   IP ADDRESS:
> 207.43.118.175

> ?   URL:
> http://www.yourdomain.com

2.1.2 E-mail Setup and Configuration

Interland current hosts two different email platform offerings. For new or customers that purchased a hosting account on or after 12/4/00, please procede to the Intermail instructions. For all customers that purchased a hosting account prior to 12/14/00, please proceed to the IMail instructions.

For InterMail: (customers who signed up on or after 12-4-00)

- o   MAIL SERVER: use webmail.registeredsite.com (you must type this information exactly as it is written. Do not use webmail.yourdomain.com).

  Note: Prior to domain registration or transfer, you will need to use the IP address listed above (instead of your domain name) to administer your e-mail, upload your Web page to your site and access your administration page.

  For a comprehensive tutorial on setting up and configuring your InterMail e-mail accounts, aliases, forwarding and POP3 service, please refer to the InterMail tutorials in the Reference Center of Interland Online Support at http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=83

For IMail: (customers who signed up prior to 12-4-00)

- MAIL SERVER: mail.yourdomain.com
- MAIL IP: http://207.43.118.175:8181

  For a tutorial on setting up IMail, visit http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=36
  For complete tutorials on setting up IMail with various e-mail applications, visit the following links:
  Eudora Light (http://www.eudora.com).
  http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=46
  Netscape Messenger (http://www.netscape.com/)
  http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=47
  Microsoft Outlook 2000
  (http://www.microsoft.com/office/outlook)
  http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=48
  Microsoft Outlook Express
  (http://www.microsoft.com/office/outlook)
  http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=49
  If you wish to view an online demonstration of setting up and configuring your account, go to http://support.interland.com/PublicResourceCenter/ReferenceCenter/tutorials/imail/flashdemo/index.asp

2.1.3 Creating and Uploading Your Site Content (FTP)

For complete tutorials on creating and uploading your site, visit the following links for your appropriate software application:

FrontPage 98 (http://www.microsoft.com/frontpage/)
http://support.interland.com/PublicResourceCenter/Refer
enceCenter/FAQs/faq.asp?faqid=59
FrontPage 2000 (http://www.microsoft.com/frontpage/)
http://support.interland.com/PublicResourceCenter/Refer
enceCenter/faqs/faq.asp?faqid=51
Visual Interdev
(http://msdn.microsoft.com/vinterdev)
http://support.interland.com/PublicResourceCe
nter/ReferenceCenter/FAQs/faq.asp?faqid=66
Dreamweaver
(http://www.macromedia.com/software/dreamweaver/)
http://support.interland.com/PublicResourceCenter/Refer
enceCenter/faqs/faq.asp?faqid=76
NetObjects Fusion (http://www.netobjects.com/)
http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.as
p?faqid=77
FTP Clients (CuteFTP, Fetch, FTP Explorer, WS_FTP)
http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.a
sp?faqid=41

> Note: Prior to domain registration or transfer, you will need to use the IP
> address listed above (instead of the domain name) as the hostname.
> Macintosh users should select RAW DATA when transferring files.
> If you are experiencing problems that are a result of third-party software
> applications such as those listed above, we recommend that you either
> contact the manufacturer directly or speak with a representative from our
> Client Solutions department. These specialists provide in depth technical
> consultations at an affordable rate. Contact your account manager for
> more information on these services.

2.2 Processing Your Domain Name

2.2.1 Submitting a New Domain Name

If you are submitting a new domain, the administrative contact that has been supplied will be sent
a confirmation e-mail from Network Solutions within 24 hours. The subject line of this e-mail will
have the NIC Tracking Number in it (i.e. [NIC-991227.12742]). If the message states that your
domain registration process is complete, then keep this e-mail for your records, as it will serve as
your registration receipt. If the message states that an error occurred, please forward the e-mail
to domreg@interland.com, where the error message will be examined and then resubmitted
within 24 - 36 hours of receipt. If you would like to contact Network Solutions directly, you may
reach them at 703-742-4777.

2.2.2 Transferring a Network Solutions Domain Name

If you are transferring a domain name that has been registered with Network Solutions, the
currently listed administrative and technical contacts should receive an e-mail from Network
Solutions within 24 hours of submission. This e-mail will request the authorization of the
change/modification that is being requested. To approve the transfer/modification, only one of the
contacts needs to reply with a YES (in caps, on line 0-A). This response must be returned to the
address it came from (hostmaster@networksolutions.com).

> Once the reply has been sent, Network Solutions will
> send an e-mail to both the administrative and technical
> contacts within 24 hours, confirming the changes that

are to be made. It will take anywhere from 24 - 48 hours for propagation throughout the Internet to take place. If you do not notice these changes within the specified time frame, or if a confirmation e-mail is not received, please send an escalation e-mail notification to domreg@interland.com. We will address the issue within 24 - 36 hours of receipt. If you would like to contact Network Solutions directly, you may reach them at 703-742-4777.

2.2.3 Transferring a WorldNIC Domain Name

In order for Interland to process your request to transfer a WorldNIC domain name, you will need to provide your WorldNIC account number and password. This can be e-mailed to either your account representative or to Interland at domreg@interland.com, with "WorldNIC Transfer" in the subject line of the e-mail. Without this information, we will not be able to process your request.

2.2.4 Transferring a Non-Network Solutions Domain Name

If you are requesting the transfer of a non-NSI domain name, Interland will send an email providing further instructions to transfer their domain. They must print out a copy of the email and fill in all necessary information. The customer is then required to fax back the copy of the domain registration the Interland Domain Registration Department. After they have received the information, it is approved and sent to NSI for the transfer. After you have made the changes to your registration records, allow five to seven days for these changes to take effect throughout the Internet.

2.2.5 Transferring an International Domain Name

Due to the multitude of international domain registries, Interland does not facilitate the modification of country code top-level domains (ccTLD), such as yourdomain.ca, yourdomain.co.uk, etc. We recommend that you contact your specific ccTLD registry for information on handling this request.

Note: While your domain name is being processed by the National Internet Council, you may start sending your Web documents via FTP or FrontPage to the IP address referred to in section 2.1.1, Account Information.

2.3 Administering Your Account

2.3.1 NT/2000 and Linux/UNIX Administration Pages

Our administration pages allow you to perform multiple account functions. The functions are broken down into the following categories:

? User Management

? Database Connectivity

? Account Report

? Server Configurations

? Installations

To view a complete online tutorial, which will guide you through each of these functions, please visit http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=92

2.3.2 Scripting and Database Help (NT/2000 Accounts)

A variety of scripts can be run on our NT/2000 servers, including Active Server Pages (ASP), Perl, Visual Basic (VB), C++ and Java. The Perl, VB and C++ scripts may all be run within your account from your cgi-bin; the rest may be run from your normal directory structure. For more information on setting up scripts for your NT/2000 account, visit http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=13

If you are going to be using databases (Access, FoxPro, SQL, etc.) we recommend that you research the databases to give you a better understanding of how they work, how to set them up and how to troubleshoot them. The following links should help:

Access Databases (http://www.microsoft.com/office/access/) http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=14 http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=50
MS-SQL Databases (http://www.microsoft.com/sql/) http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=115

If you are experiencing problems that are a result of third-party software applications such as those listed above, we recommend that you either contact the manufacturer directly or speak with a representative from our Client Solutions department. These specialists provide in depth technical consultations at an affordable rate. Contact your account manager for more information on these services.

2.3.3 Scripting and Database Help (Linux/UNIX Accounts)

Interland's Red Hat Linux servers have all the tools you'll need to write and run your CGI applications, including the latest versions of Perl. For more information on setting up Linux/UNIX script, visit http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=25

MySQL database server is available for our Linux/UNIX customers. We recommend that you visit the following link to give you a better understanding of how these databases work and how to set them up: http://support.interland.com/PublicResourceCenter/ReferenceCenter/faqs/faq.asp?faqid=26

If you are experiencing database and/or scripting issues, you can speak with one of our Consulting Services representatives, who are billed out at a reasonable hourly rate. Contact your account manager for more information on these services.

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3.0 Shared Hosting Product Detail

	Windows 2000/NT				Red Hat Linux/UNIX		
	TrueBasic	TrueAdvanced	TrueBusiness	TrueUltimate	TrueBasic	TrueAdvanced	TrueBusiness
Storage	150 MB	300 MB	500 MB	1000 MB	150 MB	300 MB	500 MB
Transfer	5 GB	10 GB	20 GB	20 GB	5 GB	10 GB	20 GB
POP Accounts	30	50	70	125	30	50	70
E-Mail Storage	150 MB	250 MB	350 MB	600 MB	150 MB	250 MB	350 MB
Unlimited e-mail Forwarding	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unlimited e-mail autoresponders	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unlimited FTP updates	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CGI-Bin Directory	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Access to log files	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SSL Encryption (requires cert.)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WebTrends	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Windows Audio/Video		5 Streams	10 Streams	15 Streams		5 Streams	10 Streams
Real Audio/Video		5 Streams	10 Streams	15 Streams		5 Streams	10 Streams
ColdFusion	Separate plan	Separate plan	Separate plan	Separate plan	Separate plan	Separate plan	Separate plan
Active Server Pages	Yes	Yes	Yes	Yes			
SQL Databases		MSSQL 15 MB	MSSQL 50 MB	MSSQL 75 MB		MSSQL 15 MB	MSSQL 50 MB
ODBC	Yes	Yes	Yes	Yes			
DSN	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Office 2000 Collaboration			Yes				

& 2000 Extensions							
Telnet Access						Yes	Yes
PHP 4.0						Yes	Yes
FrontPage 2000 Extensions & InterDev Extensions	Yes	Yes	Yes	Yes	Yes	Yes	Yes

The following products are offered as a part of the shared hosting plans:

SQL Database Server

One SQL database comes pre-packaged with the TrueAdvantage and TrueBusiness plans at no extra cost.

o   TrueAdvantage features 15 MB of SQL space. 4 MB of the 15 MB will be used for log files.* Customers on this plan is limited to one database only.

o   TrueBusiness features 50 MB of SQL space. 12 MB of the 50 MB will be used for log files.* Customers will be allowed to purchase one additional database for a $25 setup fee plus $15 per month.

o   TrueUltimate features 75 MB of SQL space. 12 MB of the 75 MB will be used for log files.* Customers will be allowed to purchase one additional database for a $25 setup fee plus $15 per month.

o   A customer can purchase additional MB of storage in increments of 10 MB for $10 per month. Customers are only allowed to purchase additional data space up to 100 MB of space. Once the customer exceeds 100 MB of space or needs more than two databases on TrueBusiness or TrueUltimate, it will be recommended that they switch to a dedicated hosting plan with a SQL server.

o   *The amount of space dedicated to log files will always be 25% of the allotted SQL disk space.

Real Media/Windows Media

Real Media and Windows Media come pre-packaged with TrueAdvantage and TrueBusiness at no extra cost.
TrueAdvantage offers 10 MB of storage (approximately 5 streams*).

TrueBusiness offers 20 MB of storage (approximately 10 streams).

TrueUltimate offers 30 MB of storage (approximately 20 streams).

Additional streaming storage is available at $12 per month for 5 MB of storage. The bandwidth used by each customer counts toward the allocated bandwidth on the hosting plan. There will be a monthly charge of $3 per MB of additional bandwidth used beyond the allocated amount on the hosting plan.

*For example, one 5-minute, 50-KB stream uses 1.78 MB of transfer and storage on the hard drive.

E-Mail

All shared hosting customers get a specific number of POP3 accounts depending on their hosting plan.

- o   Customers who purchase Website Saver with a parked domain will received one POP3 account with 10 MB of storage.

- o   TrueBasic features 30 POP3 accounts with 150 MB of storage.

- o   TrueAdvanced features 50 POP3 account with 250 MB of storage

- o   TrueBusiness features 70 POP3 accounts with 250 MB of

- o   storage.

- o   TrueUltimate features 125 POP3 accounts with 600 MB of storage.

Additional storage space and POP E-mail accounts are sold separately. A customer can purchase additional MB of storage in increments of 5 MB of additional storage for $5 per month. A customer can purchase additional POP3 accounts in increments of 5 accounts for $5 per month.

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4.0 What To Expect From Interland

4.1 Interland's Technical Support Expectations

In order that you may be better able to plan the implementation of your shared hosting account, listed below are examples of time frames you may expect.

Request Type	Actual Time Stipulation
Zone file changes (DNS)	• Orders processed by Sales within 24 hours • Please allow 72 hours for propagation before changes are effective.
Domain name registration and incoming transfers	• Order processed by Sales within 2 - 4 days • Please plan on 3-5 days for your domain name to become active on your Interland account. Before your domain transfers, you may use the numeric IP address to publish your files and set up your mail accounts. • Transfers are normally processed within 5 business days
SSL certificate requests	• Order processed by Sales within 24 hours • The customer is required to work with the certificate authority providing the SSL certificate to provide proper documentation, therefore the entire process may take up to 2 weeks. • The customer is responsible for filling out the request form which will be processed in approximately 1 business day after it is received. • The SSL Certificate will be installed within 1 business day after it is received from the SSL certificate authority
Plan changes -- upgrades from TrueBasic, TrueAdvanced, TrueBusiness and True Ultimate Plans	• Order processed by Sales within 24 hours • Allow 24 hours for DNS update before new hosting account can be accessed via via IP address. • Customers will be required to back up all HTML code and images from their shared environment and re-upload content to the new location once the hosting account is upgraded.
Linux/UNIX to NT/2000 and NT/2000 to Linux/UNIX platform changes	• Order proceed by Sales within 24 hours • Platform changes are not supported. In order to effect such a change, customers will be required to place a new order for the desired plan type and authorize deletion of the existing hosting account. • Customers will be required to back up any existing environment content from the original site beforehand and re-upload the content once the new hosting account is activated.

	• It may take up to 2 days for the domain to point to the new IP address. • There is a $40 charge for this service
Account cancellations	• Accounts with open billing items may require extra time

4.2 Guidelines for Using Interland's Technical Support

Interland unleashes the power of the Internet to businesses around the world by providing superior customer support, leading-edge technologies and value-added tools and services needed to create, host and support high-quality Web sites. Interland supports a large variety of Internet tools and technology, some of which can be quite complex. A number of features are designed for advanced users and require a fair amount of technical knowledge. Excellent Web sites can be built using simpler tools that Interland provides and we encourage users to choose tools and methods that match their skill levels. Interland is primarily an Internet hosting company, dedicated to providing excellent value to our customers. Therefore, we are not able to provide application support nor can we help users with techniques that may be beyond their skill levels. Interland offers consulting and design service for those customers who may need expert assistance. To find out more about these services, please call our sales department at (800) 214-1460.

To assist our customers with their technical needs, Interland offers all hosting customers an extensive online support system complete with online tutorials, knowledge base articles and frequently asked questions (FAQs). Interland also has an online support ticket system as well as customer service and technical phone support 24 hours a day, 7 days a week. For a detailed description of our Standard Support Procedures and Parameters, please see below.

Interland Standard Support Procedures

For quick and efficient resolution to your issue, follow these steps:
Refer to Interland Online Support site at http://support.interland.com. The FAQs, tutorials and knowledge base will provide fast, effective answers to most of your questions. You may also log on to the Customer Resource Center (using your domain name and secret word) to open a support ticket from this site if you can't find the solution to your inquiry. You should expect to receive a response to your inquiry within 24 hours.
Although we recommend use of the online support ticket system for most inquiries, Interland offers hosting customers technical phone support 24 hours a day, 7 days a week. Please contact our customer support specialists at 1-800-589-5060 for assistance.
<u>**Server Connectivity**</u>
Interland will be able to perform the following tests to ensure that your server is functioning properly:

? Industry standard PING test to the IP address of the site

? Industry standard traceroute to the IP address of the site

? Log on to the server to verify that proper software and system resources are available by insuring that the resource allocation services monitor is performing up to industry-accepted standards

? Log on to the server to verify the integrity of the virtual Webs by insuring that the virtual Web site is running and mapped in IIS in accordance with industry standards

Interland cannot be held responsible for issues that cannot be recreated by our technical support specialists; this includes non-Interland router issues, non-Interland DNS server issues and ISP connectivity.

FTP

Interland will be able to perform the following tests to ensure your site's FTP services are functioning properly:

? Connect to the FTP site with a browser using the customer's IP address, administrative user name and password

? Connect to the FTP site with a browser to ensure a site's files can be transferred, modified and deleted by the administrative user

? Log on to the server to verify the integrity of the virtual FTP by insuring that the virtual FTP site is running and mapped in IIS in accordance with industry standards

Anonymous FTP is not supported. Interland cannot provide support for issues resulting from the use of third-party FTP software such as the FTP modules in page creation software such as Dreamweaver, GoLive, FrontPage, or FTP packages such as WS_FTP, Fetch, CuteFTP and Coffee Cup. Interland cannot be held responsible for issues that cannot be recreated by our technical support specialists; this includes non-Interland router issues, non-Interland DNS server issues and ISP connectivity. Interland's online support site can provide the customer with additional information on third-party FTP clients. Customers may find additional information at the FTP client manufacturer's Web site. Interland's Technical Support department is not in a position to offer "how to" help in using any third-party FTP software.

Domain Name Issues

Interland will be able to perform the following tests and services for domain support:

? Query Interland's own domain name servers to verify correct entries for your domain records

? Use the Network Solutions WHOIS query to verify that the customer's domain name servers are pointed to Interland's DNS servers

? Verify that a domain transfer request has been sent to NSI

Changes to domain contact information with Network Solutions is only done on a fee basis. Interland cannot be held responsible for issues pertaining to Internet propagation.

<u>IMail</u>
Interland will be able to perform the following tests to ensure your site's IMail services are functioning properly:

? Connect with a browser to the mail interface available at http://mail.yourdomainname.com:8383

? Use a browser to send and receive e-mail from the mail interface available at http://mail.yourdomainname.com:8383

? Connect with a browser to the mail administrative interface available at http://mail.yourdomainname.com: 8181

? Use a browser to verify that the administrative account can create, delete and modify mail users through the Web interface available at http://mail.yourdomainname.com: 8181

Interland will be unable to resolve issues that cannot be recreated by our technical support specialists. Interland will also be unable to resolve issues relating to domain name propagation or from the use of third-party software such as Outlook, Outlook Express, Netscape Mail and Eudora. Interland will be unable to resolve non-Interland issues such as non-Interland router issues, ISP connectivity and SMTP mail relay blocking by ISPs. Interland is unable to configure third-party mail clients. Interland provides basic configuration information for third-party mail clients at http://support.interland.com.

<u>InterMail</u>
Interland will be able to perform the following tests to ensure your site's InterMail services are functioning properly:

? Connect via a browser to the mail interface available at http://webmail.registeredsite.com/

? Use a browser to send and receive e-mail from the Web interface available at http://webmail.registeredsite.com/

? Use a browser to verify that the administrative account can create, delete and modify mail accounts using the Web interface available at http://webmail.registeredsite.com/

Interland will be unable to resolve issues that cannot be recreated by our technical support specialists. Interland will be unable to resolve issues relating to domain name propagation. Interland will be unable to resolve issues resulting from the use of third-party software such as Outlook, Outlook Express, Netscape Mail and Eudora. Interland will be unable to resolve non-Interland issues such as non-Interland router issues, ISP connectivity and SMTP mail relay blocking by ISPs. Interland will be unable to configure third-party mail clients. Interland provides basic configuration information for third-party mail clients at http://support.interland.com.

<u>FrontPage Hosting Support</u>
Interland will be able to perform the following tests to verify FrontPage extensions are functioning:

- ? Use FrontPage to connect to the Web site with the administrative user account

- ? Use FrontPage to verify that the default administrator can recalculate hyperlinks and create, delete and modify HTML pages

- ? Log on to the server to verify that FrontPage and Office 2000 server-side extensions are installed in accordance with the customer's plan and server type

- ? Log on to the server to verify that the site's FrontPage extensions permissions are configured in accordance with manufacturer's recommendations

Interland will be unable to resolve issues that cannot be recreated by our technical support specialists. This includes non-Interland router issues and ISP connectivity. Please be aware that if FrontPage extensions become corrupt and must be reinstalled, **Shared Borders**, **Themes** and **Child Webs** may no longer function. In this case, it will be necessary for the customer to re-upload their site. Interland will be unable to re-upload site files due to possible corruption of components. Interland Technical Support will be unable to provide FrontPage application support or Web page design help. Interland offers a consulting and design service for those customers who may need expert assistance. For more information on these services, please contact your account manager.

SQL Server Database
Interland offers the following SQL support:

- ? Verify that the administrative account can connect to the SQL account

- ? Verify that the administrative account can create and delete tables in their SQL database

- ? Verify that the database is sized in accordance with the customer's hosting plan

Customers may purchase additional storage space and databases by contacting their account manager. Please visit Interland Online Support at http://support.interland.com to view the latest information regarding our SQL offerings. Interland is not responsible for administrating any customer SQL database. Interland will be unable to upload or upsize any Access database to SQL.

Access Database
Interland offers the following support:

- ? Verify proper drivers are installed and working

- ? Verify the connection string generator on the administration page is working properly

Interland is not responsible for administering any customer Access database. Interland cannot upload or upsize any Access database or provide application support.

<u>Scripting</u>

Interland offers the following scripting support:

- ?   Verify correct server-side mapping to interpreters, services and DLLs within IIS

- ?   Verify that our sample e-mail forms located on the Interland administration page and confirmation forms are functioning properly on your server

Scripting is an advanced function and is only recommended for technically skilled individuals. Customers desiring technical assistance (other than the aforementioned) with customer-installed scripts must purchase a consultation with one of our Web technicians.

<u>Site and Data Restorations</u>

It is the customer's responsibility, and in their best interest, to keep a backup copy of their Web site and to regularly back up their site according to their own schedule. Interland cannot restore individual customer server information. To view how to back up your information by using FTP to download your site to a local computer, visit http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=41

<u>Administration Page</u>

Interland provides customers with their own administration page. The administration page is designed so that customers will be able to self-administer their sites. Interland will be able to perform the following tests to determine that the administration page is functioning properly:

- ?   Connect to administration page via a browser

- ?   Verify the administrative user can create, delete and modify sub-users

- ?   Verify the administrative user can create, modify and display DSN and DSN-less connection strings

- ?   Verify the administrative user can run all account reports

- ?   Verify the administrative user can set server-side application settings

- ?   Verify the administrative user can enable server-side directory listings

- ?   Verify the administrative user can remove and reinstall FrontPage extensions

- ?   Verify the administrative user can install ASP and FormMail samples

Interland recommends that customers visit http://support.interland.com for an online tutorial that will instruct on how to get the most out of the administration page features Interland offers. Interland will be able to verify the functionality of the administration page. It will be the customer's responsibility to administer their

site. The customer will be responsible for creating any additional users and assigning permissions to their site. If at any time you are unable to set permissions and need the site permissions returned to their default setting, Interland will be happy to assist you. Please be aware that if the customer requests Interland to resolve an issue, the solution may require that the site permissions be reset to their default setting. If this happens, it will be necessary for the customer to reset any non-standard permissions.

WebTrends

Interland will perform the following tests to verify that WebTrends functions are working properly:

- ?   Submit a report request to the WebTrends server to verify that the server is processing the request

- ?   Log on to the customer's server and verify that log files are present in the correct site directory

- ?   Log on to the customer's server to verify that log file from the last 30 days are present

Interland cannot guarantee the accuracy of WebTrends results and Interland does not recommend billing or similar functions based on WebTrends data. While generally accurate, WebTrends is only designed to give an indication of site activity. Interland's WebTrends server is configured to report only on the previous 30 days of site traffic. Interland servers will maintain log files for the previous 60 days. Customers will be able to use a browser or FTP client to download a site's old log files. Customers will be able to find additional information at http://www.webtrends.com. Interland will be unable to resolve issues concerning browser-dependent formatting of WebTrends information. Please visit Interland Online Support at http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=3 and click **Account Report** for an online tutorial on WebTrends reporting.

ColdFusion

ColdFusion is only supported under special plans. Please consult http://support.interland.com/ for specifics.

Media Servers

Interland will offer the following Media support:

- ?   Verify that your default user can connect to your Media Server

- ?   Verify that the default user can upload, download and delete files

- ?   Verify that media will stream

- ?   Verify that the allocated storage space is configured in accordance with the customer's plan

Contact your account manager to purchase additional storage space. Please visit our Web site at http://interland.com to view the latest information on our Media

Server offerings. Interland will be unable to create files and links to media files on the Media Server.

Components and DLLs
Interland provides on all Windows 2000 servers a standard set of components and dynamic link libraries (DLLs) for users. Customers wishing to utilize these DLLs on NT 4.0 servers must supply all DLL licensing and registration to Interland for installation. Special or unique DLLs cannot be installed on shared servers, but Interland offers dedicated server plans which allow for custom DLLs and components. Interland offers the following standard package of DLLs for customer use:
AspTear - Acts like a Web client and pulls data from Web pages; performs POST, GET and SSL functions
w3JMail - Mailer component; current version in use by Interland
w3SiteTree - Site tree component used to make navigation trees
SAFileUp - Used to upload files; current version in use by Interland
SACheck - Used to validate form input
ASPMail - ASP Mailer
ASPPop3 - POP3 client for ASP
AspLib - General function library for ASP
ASPDNS - DNS Lookup and reverse lookup
AspImage - Creates or modifies images "on the fly"
email.dll - Mailer component
pricekey.dll - Cart 32 for shopping carts
cdonts.dll - Mailer component
pfppross.dll - SSL functions
Interland will support the above DLLs by doing the following:

> ? Verify that the DLL is installed by checking the registry on the server

> ? Verify that the permissions for the DLL are correct for global uses

Due to the complexity of using DLLs, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section. The VeriSign DLL is part of a standard build and only usable if you have the licensing for the use of the DLL on the server.

E-commerce
Due to the complexity and variety of e-commerce software, Interland can only provide the stated support for the following e-commerce products:

Shopping carts
In general, Interland only provides setup and installation support for shopping carts. It is suggested that customers contact the shopping cart vendor for technical support on shopping cart usage specifics. Interland cannot engage the manufacturer of the software to handle support on your behalf.

OpenMarket ShopSite

> ? Interland will be able to make sure the cart is installed and operating properly on the server by logging on as the cart administrator and performing a simple task.

? Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.

? Due to the inherent complexities of transferring carts from another host, Interland must refer all technical support to the product vendor.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section. Due to the complexity of reinstalling the shopping cart, an additional setup fee will be charged to the account for this service. As there are several complex server-side configuration changes that must be made to ensure a successful switch from an IP address to a domain name, customers will be billed an additional setup fee for the changes. Interland can return the cart to its default settings; however, due to the complexity of the task, there will be a setup fee charged for performing this task.

Miva

? Interland will be able to make sure the cart is installed and operating properly on the server by logging on as the cart administrator and performing a simple task.

? Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.

? Interland will insure that the VeriSign Payment Services, AuthorizeNet, LinkPoint/CSI, Cybercash, and UPS Commerce libraries are installed, but will not guarantee or support the functionality of any payment method offered.

? All Miva customers are granted FTP access to their Data directory. You may upload/download and install Third-party Miva Modules. Be advised that you do this at your own risk and Interland does not guarantee or support the functionality of these third-party modules.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section. Due to the complexity of reinstalling the shopping cart, an additional setup fee will be charged to the account for this service. As there are several complex server-side configuration changes that must be made to ensure a successful switch from an IP address to a domain name, customers will be billed an additional setup fee for

the changes. Interland can return the cart to its default settings; however, due to the complexity of the task, there will be a setup fee charged for performing this task.

CyberCash

- ? Interland will log on to the server and check the directory security settings and make sure the proper permissions are set to allow the DLLs and the test scripts to function correctly.

- ? A setup fee will be charged for installation of the Build-Merchant MCK Test Scripts.

- ? Due to the inherent complexity of this product, all technical support for this product and the test scripts will be referred back to the vendor of the product.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section.

ezAisle

- ? Interland will be able to make sure you can log on under the administrative user name you were issued and perform tasks by physically logging on to your cart and performing simple tasks.

- ? Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section.

PDG

- ? Interland will be able to make sure the cart is installed and operating properly on the server by logging on as the cart administrator and performing a simple task.

- ? Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.

- ? Due to the inherent complexities of transferring carts from another host, Interland will have to refer all technical support to the product vendor.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section. Due to the complexity of reinstalling the shopping cart, an additional setup fee will be charged to the account. As there are several complex server-side configuration changes that must be made in order to ensure a successful switch from an IP address to a domain name, customers will be billed an additional setup fee for the changes. Interland can return the cart to its default settings; however, due to the complexity of the task, there will be a setup fee charged for performing this task.

StoreFront 2000

? Interland will make sure the customer is on the correct StoreFront server.

? Interland will be able to make sure the cart is installed and operating properly on the server by logging on as the cart administrator and performing a simple task.

? Interland will be able to check that proper permissions are set to allow the cart to function by logging on to the server and checking the directory security settings that the cart utilizes.

? Interland will check to insure that the MSADC virtual directory exists by logging on to the server and checking the system files.

? If determined necessary, Interland will run a REPAIR on the DSN of the database that the cart is using.

? Interland does not support the use of the UPS plug-in for this cart.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section. Due to the complexity of reinstalling the shopping cart, an additional setup fee will be charged to the account. As there are several complex server-side configuration changes that must be made in order to ensure a successful switch from an IP address to a domain name, customers will be billed an additional setup fee for the changes. Interland can return the cart to its default settings; however, due to the complexity of the task, there will be a setup fee charged for performing this task.

Secure Socket Layer (SSL)

VeriSign or Thawte

? Interland will log on to the server and verify that the key and registration are on the server, in the event it is not working.

? Interland will log on to the server and verify that the proper port on the server is open to allow SSL to work.

Interland will charge a service fee for the following:

? Provisioning (enrollment and installation) of new secure certificates

? Moving of certificates from server to server

? Transfer of certificates from other hosting companies

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section.

VeriSign Payment Services (formerly Signio)

? Interland will install and register the DLL at the customer's request.

? Interland will verify the DLL is registered by checking the registry on the server.

Due to the complexity of the product, Interland can only offer product use help for all "how to" questions via the FAQs, knowledge base and select tutorials on our online support site as well as the product vendor's FAQ or help section.

With the wide array of e-commerce products available, Interland can only offer technical support and product use help for the abovementioned products.

4.3 Interland's Data Center Features

Interland's multi-million dollar data centers have been equipped with the latest in server technology, and are connected directly to all of the major backbone providers, which covers 95% of all Internet traffic.

Furthermore, the Network Operations Center (NOC) has fully automated life support systems that allow for real-time analysis, review and maintenance of Interland's Web servers, plus the following features:

? 1750 kilowatt diesel backup generator

? Uninterrupted power supply units

? ISO redundant battery backup

? Over 2000 fiber optic backbone connections

? Redundant OC-48 connectors

? Multiple OC-12 connectors

? Multiple OC-3 connectors

Interland's Network Operations Center (NOC) will manage the data center and the Web applications. This does not include any custom development or additional software installed by the customer. Interland will not be responsible for client-side hardware or software problems (e.g. print run failures or workstation configuration beyond what is necessary to connect to Interland Web hosting services).

4.4 Billing Information

If you have any billing concerns or issues, the most efficient and effective way to resolve them is to visit our Billing Center, which you can find in the Customer Resource Center at http://support.interland.com. If you submit an online billing ticket, a member of our Billing Department will respond to your inquiry within 48 hours.

If you prefer to speak with a billing specialist, please call us at 1-888-438-1752, option 3, between 9 a.m. and 6 p.m. EST, Monday through Friday. After-hours or weekend requests will be logged and handled the next business day.
If you have received notification from Network Solutions, or have any questions or concerns, please e-mail domainbilling@interland.com

Your account will be activated once payment through a credit card, check or wire transfer is received. Invoices are sent out on a quarterly or yearly basis to reflect payment. If you have ordered a plan with a hosting term shorter than 12 months, you will be taking advantage of automatic renewal. Your credit card or autodraft will be automatically charged at renewal unless you give Interland written notice of non-renewal 20 days prior to the expiration of your term.

4.5 Legal Terms and Conditions

Terms of Service: Interland's shared Web hosting services are provided under the Terms of Service that are available at http://www.interland.com/legal40.asp. Each shared service customer must accept the Terms of Service before utilizing the hosting services. The Terms of Service may change, from time to time, and each customer should review the Terms of Service from time to time to remain apprised of any such changes.

Service Plans: Interland provides shared Web hosting services under a variety of different plans (each, a "Plan"). The Plan selected by the customer at the time the customer opens an account will govern the customer's service until the customer selects a different Plan. Automatic Renewal: Your Plan will be automatically renewed at the end of its term (and at the end of each renewal term) for a renewal period of the same length, unless you notify Interland that you do not wish to renew.
Notice of Renewal: Interland will provide you with written notice of your pending renewal only if (a) your Plan has a service term of over 90 days or (b) your preferred method of payment is by

check. In all other circumstances, you will not receive advance notice from Interland of your pending renewal.

30-Day Money Back Guarantee: If you are not satisfied with the quality of your shared Web hosting services for any reason, Interland will refund your hosting fees if we received your notice of cancellation within thirty (30) days of the date the account was opened.

Termination Charge: Fees for shared Web hosting services are billed in advance for the entire service term. If Interland terminates the customer's service prior to the end of the service term for any reason other than in accordance with Section 3(c)(i) of the Terms of Service, Interland will retain such prepaid fees as a Termination Charge. If the customer terminates service prior to the end of the service term for any reason other than for Interland's breach under Section 3(b)(ii) of the Terms of Service, Interland will retain such prepaid fees as a Termination Charge. If Interland terminates the customer's service prior to the end of the service term under Section 3(c)(i) of the Terms of Service, or if the customer terminates under Section 3(b)(ii), Interland will refund to the customer a pro-rata portion of the prepaid hosting fees, based upon the amount of time remaining in the service term.

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5.0 Customer Contact Information

It is the responsibility of the customer to ensure that the contact information supplied to Interland for all customers' system administrators is correct, accurate, and kept up-to-date at all times. Contact information includes name, phone number, e-mail address and mailing address. This information will be used to notify the customer of any service-related issue. Inaccurate contact information may result in delay or failure of notification. Any issues arising from such delay or failure of notification will be the responsibility of the customer. Changes to the customer's contact and system administration information should be made through http://support.interland.com.

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Appendix: Definition of Terms

ASP

> Active Server Pages (ASP) allows developers to deliver dynamic content that is viewable in virtually any browser. Developers can use the scripting language of their choice to give their Web site ability to create pages "on the fly", access databases, send e-mail and much more. An ASP may contain a mix of HTML and ASP script. When an ASP is requested, the server processes all of the ASP script and delivers a page in plain HTML to the end-user. An ASP tutorial and recommended links can be found at http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=34

Autoresponder

> An autoresponder sends a reply to incoming e-mail automatically. You can use this feature to reply with a standardized message, for example, when someone sends an e-mail to info@yourdomain.com. You can also create an automated "extended absence" reply to be sent in response to messages. Each hosting customer at Interland has the ability to configure vacation messages at their Web-based control panel. This feature can be useful for business functions such as replying to user information requests and can be used to let people know if you are out of town.

CGI Service

CGI (Common Gateway Interface) scripts are programs used by the browser to run interactive site features; they are stored in a separate directory on a Web server. CGI scripts run behind a wide variety of common Web procedures, from simple e-mail forms to complex shopping cart programs. When you set up your site on the Interland server, you'll have access to a personal cgi-bin directory where you can store scripts that you've written or copied from the Web.

HTML Service

HTML (Hyper Text Markup Language) allows you to create content on the Internet. The content can be in the form of text, pictures or audio clips, which together will create a Web page. In order to distribute your content on the Internet, you must upload (or place) files to your account with FTP or an editor.

FrontPage 2002

FrontPage is a graphical HTML editor that allows a beginning Web designer to create impressive Web pages in minutes, without any knowledge of HTML. For your convenience, we have provided several walk-throughs for some of the more common functions in FrontPage. Many of the features of FrontPage are covered in detail in the FrontPage 2002 user guide located on online support.
http://support.interland.com/PublicResourceCenter/ReferenceCenter/User Guide/UserGuide.asp

E-mail Aliases or E-mail Forwarding

Aliases are alternative addresses that other people may use to send messages to a particular mailbox. E-mail forwarding allows you to have custom e-mail addresses forward mail to already existing accounts.

POP3 E-mail mailbox capability

As an alternative to e-mail forwarding, which directs mail from an alias to an e-mail address, you can retrieve e-mail directly from POP (Post Office Protocol) mailboxes on a mail server using any standard e-mail client. Interland offers POP e-mail accounts as a standard feature on all of our hosting packages. All plans include a master POP account that can receive all e-mail and control optional POP account settings. In addition, each plan includes a specified number of configurable POP accounts that can be assigned unique IDs and passwords for privacy.

FTP Service

FTP (File Transfer Protocol) is what allows you to transfer files from your system (client) to your Web site at Interland (server) when you are not using an integrated HTML editor such as FrontPage.

By setting "public" read and write permissions, you can restrict visitors' access to specific files and directories. This is an effective way to distribute your products or your favorite programs online. For your convenience, we have provided several basic walk-throughs for some of the more common FTP programs.
http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=41 .
Some of these programs are available on our software download page.

SQL Server

A SQL Server is a high-performance database server (available to customers on the TrueAdvanced plan or greater) that is designed for high traffic and large databases. You can access and set up your SQL database at
http://support.interland.com/PublicResourceCenter/ReferenceCenter/FAQs/faq.asp?faqid=5

NT/2000 vs. Linux/UNIX Services

If you need to use databases, Active Server Pages, or Microsoft Office 2000 collaboration features now or in the foreseeable future, then you will want to be on a Windows NT/2000 server. Otherwise, a Linux/UNIX server would be your best choice. Please note that the operating system of your Web server is not related to the operating system of your personal computer, and that you can choose from both platforms, regardless of what operating system your computer is running.

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