



Interland Dedicated Power Server Support Guidelines

Interland Customer Support
Version 2.2

I. Introduction

This document describes how Interland provides support through its Customer Service and Support Department ("Customer Support") to those Customers with Interland Dedicated Power Servers (each, a "Dedicated Power Server").

In general, a Customer with a Dedicated Power Server is wholly responsible for all of the software on that Dedicated Server and for all management, maintenance, and troubleshooting of that Dedicated Server. Interland's responsibility is limited to providing Server hardware maintenance, a connection to the Internet, and AC power.

Interland's Customer Support provides assistance to Customers with Dedicated Power Servers as described in this document and Interland has no liability or responsibility for Customer Support except as set forth in this document or in any applicable written contract with the Customer.

Interland's Dedicated Server Solutions (DSS) (the "Dedicated Server Solutions Group") is available to Customers with Dedicated Power Servers on a pay-for-service basis for services not covered by Customer Support.

II. How to Obtain Customer Support

To obtain Customer Support, a Customer with a Dedicated Power Server should do the following:

- 1 Refer to Interland's customer support Web site at <http://support.interland.com>. This technical support Web site contains FAQ and a knowledgebase that will answer most questions. From the technical support Web site, the Customer may also open an Online Support Ticket. To do so, a Customer must have a domain name and secret word for authentication. Interland responds to most Online Support Tickets within 24 hours.
- 2 If the Customer cannot resolve the question through the technical support Web site, the Customer may telephone Customer Support at any time, 24 hours a day, 7 days a week, at 1-800-671-1314.
- 3 If the Customer requests any service that is not covered by these Dedicated Power Server Support Guidelines, Interland Customer Service and Support may refer service needs to Interland's Dedicated Server Solutions Group (DSS). The DSS Group offers dedicated server solution products and services on a fee basis. The Interland DSS Group is available weekdays during business hours (9:00 a.m. to 6:00 p.m. EST). Emergency service is also available 24/7 through the DSS Web site. DSS can be contacted via their Web site, <http://interland.com/dss>, or via e-mail at dss@interland.com.

III. Technical Support Guidelines and Limitations

For each topic identified below, Interland may provide (i) some support at no charge as part of its Customer Support offering, (ii) additional support through the Dedicated Server Solutions Group at an additional charge; and (iii) additional service offerings through Interland's sales organization. Interland's Customer Support is subject to the limitations and restrictions indicated below.

1 Domain Name

- (a) As part of its Customer Support offering, Interland will perform the following at no charge:
 - (i) Query Interland's Domain Name Servers to verify and correct existing entries for Customer domain records.
 - (ii) Use Network Solutions' WHOIS query to verify the Customer's domain name server is pointed to Interland DNS servers.
 - (iii) Verify that a domain transfer request has been sent to NSI by checking tracking records for Customers who requested domain transfers.
 - (iv) Point domains to an IP, add 'A' records, make CNames, MX records, and wildcard entries.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may process changes to domain contact information with Network Solutions.
- (c) At no time does Interland take responsibility, or offer any service in connection with, issues relating to the propagation of DNS changes.

2 E-commerce

- (a) Interland does not provide any e-commerce support as part of its Technical Support offering.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide support regarding:
 - (i) SSL Certificates; and
 - (ii) Shopping Cart software.

3 InterMail

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

- (a) Connect via a browser to the mail interface available at <http://webmail.registeredsite.com/>
- (b) Use a browser to send and receive e-mail from the Web interface available at <http://webmail.registeredsite.com/>
- (c) 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>.

4 FTP

- (a) As part of its Customer Support offering, Interland will perform the following at no charge:
 - (i) Verify that FTP is available.
 - (ii) If FTP is not available, Customer Support will offer to reboot the Server.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide support and troubleshooting not provided by Customer Support.
- (c) At no time does Interland take responsibility, or offer any service in connection with, any third-party FTP software, including the FTP modules in page creation software such as Dreamweaver, GoLive, FrontPage, or FTP packages such as WS_FTP, Fetch, Cute_FTP, and Coffee Cup. Interland's online support site <http://support.interland.com/> can provide the Customer with additional information on third-party FTP clients. Customers may also find additional information at the FTP client manufacturer's Web site. Interland's Customer Support group is not in a position to offer "how-to" help in using any third-party FTP software.

5 HTML Editors

- (a) As part of its Customer Support offering, Interland does not provide any support for HTML editors.
- (b) Interland does not provide any support for HTML editors through its Dedicated Server Solutions Group.
- (c) At no time does Interland take responsibility, or offer any service in connection with, any HTML editors. A Customer should contact the vendor of the HTML editor for support.

6 Monitoring

- (a) Interland does not provide any monitoring as part of its Customer Support offering. Any monitoring undertaken by Interland is for its internal use only.
- (b) Through its sales organization Interland offers monitoring services. An Interland Customer may obtain further information about server management solutions through the Customer's Interland Account Representative.

7 PC Anywhere and **Terminal Server (for customers who purchased their plan before 9/24/01)**

- (a) As part of its Customer Support offering, upon Customer request, Interland will:
 - (i) Verify that the correct port is open to allow the application to function;
 - (ii) Reboot the Server, if necessary; and
 - (iii) Validate that the server can be booted to a Windows login screen
- (b) For additional assistance with the PC Anywhere and Terminal Server applications beyond what is listed above, please contact the Dedicated Server Solutions Group.

8 Preinstalled Software and OS

As a part of its Customer Support offering, for the first five (5) days after Interland has installed an operating system or any other software on a Dedicated Power Server at the time of its initial deployment, Interland will troubleshoot and reinstall (if applicable) such software. Such extraordinary support is not available after such five (5) day period as a part of Customer Support.

9 Scripting

- (a) As part of its Customer Support offering, Interland does not offer any support for scripting problems.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide support regarding scripting issues.

10 Security

- (a) As part of its Customer Support offering, Interland does not offer any support for security issues.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide support regarding security issues.
- (c) Interland recommends its Customers obtain appropriate security solutions. Interland offers a variety of security solutions. An Interland Customer may obtain further information about security solutions through Customer's Interland Account Representative.

11 Server Connectivity

- (a) As part of its Customer Support offering, upon Customer request, Interland will:
 - (i) Perform an industry-standard PING test to the switch port address; and
 - (ii) Perform an industry-standard traceroute to the switch port address.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide additional troubleshooting and support regarding Server connectivity issues.
- (c) Except for the foregoing, Interland does not provide any support for issues that cannot be recreated by Interland's Customer Support specialists (including non-Interland router issues, non-Interland DNS server issues, ISP connectivity, and SMTP mail relay blocking by ISPs).

12 Server Rebooting

As part of its Customer Support offering, at the Customer's request, Interland will reboot a Dedicated Server. Interland cannot guarantee any specific turnaround time on reboot requests.

13 Site and Data Restorations

- (a) As part of its Customer Support offering, Interland does not perform periodic backups or site restorations on Dedicated Servers. Interland recommends its Customers perform regular periodic backups of Dedicated Servers.
- (b) Through its sales organization Interland offers a variety of server management packages that include Web site backup services. An Interland Customer may obtain further information about server management solutions through Customer's Interland Account Representative.

14 SQL Database

- (a) The provisions of this document apply to Dedicated Servers that run Microsoft SQL.
- (b) For Customers running Microsoft SQL on a shared server, as part of its Customer Support offering, Interland will (For customers who purchased a dedicated server prior to 9/24/01):
 - (i) Verify that the administrative account can connect to the SQL server, and
 - (ii) Verify that the administrative account can create and delete tables in the MS SQL database.
- (c) Except for the foregoing, Interland does not administer MS SQL databases for Customers and cannot upload or upsize any database from another format into MS SQL.
- (d) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide additional support for MS SQL and database administration issues.

15 Streaming Media

- (a) The provisions of this document apply to Dedicated Servers that run streaming media applications.
- (b) For Customers running streaming media applications on a shared server, as part of its Customer Support offering, Interland will (For customers who purchased a dedicated server prior to 9/24/01):
 - (i) Verify that the default user can connect to the streaming media server;
 - (ii) Verify that files can be uploaded, downloaded and deleted; and
 - (iii) Verify that media can stream from the streaming media server.
- (c) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide additional support for streaming media issues.
- (d) Except for the foregoing, Interland does not administer streaming media applications for Customers, and cannot create files or links to media files on a streaming media server.

16 User and Password Changes

- (a) As part of its Customer Support offering, Interland does not make user and password changes.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may make user and password changes.

17 WebTrends

- (a) As part of its Customer Support offering, upon Customer request, Interland will:
 - (i) Validate that the WebTrends system is available and functioning.
- (b) Through its Dedicated Server Solutions Group, for an additional charge, Interland may provide additional troubleshooting and support regarding WebTrends issues, and may:
 - (i) After receiving the necessary documentation, log on to the Customer's server and reset the username and password that is used by WebTrends to execute reporting;
 - (ii) Submit a report request to the WebTrends Server to verify that the server is processing requests;
 - (iii) Verify log files are present in the correct site directory; and
 - (iv) Verify log files from the last 30 days are present.
- (c) While data from WebTrends is generally accurate, WebTrends was designed to provide only a general indication of Web site activity. Interland does not recommend using WebTrends for billing or other accounting functions. Interland's WebTrends Server is configured to report only the previous 30 days of site traffic. Customers will be able to use a browser or FTP client to download the site's old log files. Additional information is available at <http://www.webtrends.com/>. Customers may utilize an online tutorial at <http://support.interland.com/> for more information on WebTrends reporting.
- (d) Except for the foregoing, Interland does not provide any other support for WebTrends and, in particular, is unable to resolve issues due to browser-dependent formatting of WebTrends information.