

### **What is web hosting?**

Your Web site needs a home on the Internet - a place for your domain name, email addresses, web page files and graphics to reside. Hosting involves renting space through a hosting company. Most web hosts ensure your site remains up, set up security protection like firewalls and provide additional administrative functions.

### **How do I know if I need web hosting?**

If you want to put your business on the web, you need web hosting. You can either do it yourself or outsource it, but since hosting web pages involves a substantial investment in equipment, software, security and personnel with specialised knowledge and experience, most businesses outsource it.

### **Do you provide web hosting?**

We certainly do. Big Ideas will set up, operate and maintain a web hosting account on your behalf. New sites are hosted on our dedicated servers so you benefit from local support at any time. We offer hosting on an annual basis and fees vary depending on your needs e.g. type of site, number of email addresses etc. As an example your hosting package will need special features if you plan to have a storefront on your Web site, if you will be connected to a database, or if you have special programming requirements.

### **What type of hosting is it?**

Big Ideas hosts client sites on Linux servers. It is a popular choice amongst web hosts due to its superior stability.

### **How long will it take to have my web hosting account set-up?**

Maximum of one business day set-up time for all virtual hosting orders (usually sites will be live within 30 minutes). Maximum of two business day set-up time for all virtual private server orders (usually sites will be live within 4-6 hours).

### **What is virtual hosting?**

Virtual hosting or a virtual domain allows you to have your own domain name (www.yourcompany.com) rather than a name associated with your ISP's domain name (www.isp.yourcompany.com).

### **If I need support, how long does it typically take to get a response?**

Requests for support are always handled in a timely manner. We prioritise every issue and handle the most critical situations immediately to ensure that critical issues are resolved as soon as possible. In most cases our staff will be able to address your issue within 1-2 hours.

### **Can I use Big Ideas hosting for my existing website?**

Absolutely. After your account has been created, we can upload your site to the server we have assigned you. You will also need to point your domain name to our Domain Name Servers (DNS) and simply update this information with your Domain Name Registrar.

### **How can I update my web pages on a host's computer?**

We supply you with a username and a password so you can upload changes to your web page using an FTP (file transfer protocol) program.

### **Can I park my domain with you?**

We provide a very affordable plan for users that simply want to park their domain with us. In addition to having your own one page website, we will also supply you with an e-mail account for your domain.