



# Product Brief: Business Web Hosting

## High Performance Solutions

Internode has engineered a high performance web hosting platform, providing a responsive solution to your business requirements. When you choose Internode for your web hosting solution, you're guaranteed a fast and reliable presence on the Internet.

- **Servers** - Internode utilise high performance multi-processor, multi-core, Oracle servers, featuring; redundant power supplies, disks and network interfaces. These servers are arranged in fault-tolerant clusters, with high efficiency via VMWare (effectively achieving multiple 'virtual machines').
- **Reliability** - Internode's web servers are backed up across our state-of-the-art Storage Area Network. This is replicated across two geographically-diverse, high availability data centers interconnected by dual path optical fibre links.
- **Network** - Our web servers feature Gigabit Ethernet connections direct to the Internet via the Internode International IP network. This 'First Tier' Internet Protocol network features multiple, high capacity interconnection to all domestic peering points, with over 15 Gbps of dedicated global capacity via the US, UK and Japan.

Naturally we provide both Windows and Unix environments. *However please note that we do not provide services for the development or maintenance of the web site content.*

## Business Web Hosting Plans

Our Business Web Hosting platform is extensively scalable. Customised plans with higher storage and served traffic parameters are also available, and priced on request. Standard plans suit the majority of business applications:

- **Business Web Hosting - Static** is the entry-level product, suitable for the basic web hosting requirements of small businesses - HTML and 'static' files such as JPEGs, PDFs, etc.

*Designed for simple web sites with moderate traffic volumes, this service includes 10 Mbytes of storage and 500 Mbytes of served traffic per month. All data is backed up on a 24 hour cycle, and while it is in a high availability environment, no Service Level Agreement applies.*

- **Business Web Hosting - Dynamic** is the mid-range product, supporting a more sophisticated web site with dynamic content.

*This is an appropriate choice for many medium business web sites, with generous inclusions of 100 Mbytes of storage and 5 Gbytes of served traffic per month. Email from the web site (rate limited to 10 messages per minute) is supported. In addition to a 24 hour backup cycle, our 99.9% 'Platinum' Service Level Agreement applies.*

- **Business Web Hosting - Database** is the high-end product, supporting web sites with a database.

*Providing a substantial 500 Mbytes of storage and 10 Gbytes of served traffic per month, the Database plan addresses your more demanding hosting requirements. In addition to the features of the Dynamic plan, the Database plan also includes support for a MySQL or MS-SQL database; and maximum email from the site is increased to 60 messages per minute. All data is backed up on a 12 hour cycle, and our 99.9% 'Platinum' Service Level Agreement applies.*

## Features

Business Web Hosting services offer the following features for maximum reliability and flexibility:

- **Automatic Data Backup** - Customer web site data will be backed up to our secure off-site archive facility at regular intervals, with the interval (12 or 24 hours) dependent the selected plan.
- **Log Files** - Log files are available for download on all plans except 'Static', and contain a maximum of 30 days data / 100 Mbytes. The most recent log file is not included in the data storage allocation.
- **Additional Virtual Hosts** - You can host multiple web sites within the one Business Web Hosting service (additional charges apply).
- **Redirects** - This facility 'redirects' web requests, to specific pages on another website (additional charges apply).

## Business Web Hosting Price List

Plan Name	Monthly Rental	Web Space	Monthly Served Data
<b>Static</b>	\$10	10 Mbytes	500 Mbytes
<b>Dynamic</b>	\$20	100 Mbytes	5 Gbytes
<b>Database</b>	\$50	500 Mbytes	10 Gbytes

- All Business Web Hosting plans have a \$50 establishment charge; with a \$25 plan change fee.
- Sites requiring larger web space or served data inclusion are available - priced on application.
- All quoted pricing includes GST.
- Excess Data Storage : the amount of storage utilised by each web site is measured on a daily basis, and the highest recorded daily value for that month is used as the billing amount. Exceeding the storage limit of the plan will result in a \$0.20 per Mbyte per month excess storage charge.
- Excess Served Traffic : traffic is measured as served from the website only - ie 'upload' to the website is not counted. Exceeding the served traffic limit of the plan will result in a \$5 per Gbyte (calculated as 0.5 cents per Mbyte) excess traffic charge, on a monthly basis.
- Restoration Requests : Your web site data is backed up at regular intervals, with the interval depending on the selected plan. Naturally this backup protects your data against a problem with the Internode hosting platform, at no additional cost. If however you request a data restoration (not because of a problem with our platform), this is charged at \$150 per request for the 'Static' and 'Dynamic' plans; or \$300 per request for the 'Database' plan.

## Optional Features

### Additional Virtual Hosts

These are additional web sites that you can host within a single Business Web Hosting service. Each Additional Virtual Host is charged at \$10/month. All usage (served traffic and storage) of the Virtual Host is counted towards the 'parent' service, and it inherits all of the same plan features and administrative access.

### Redirects

This service is used to immediately 'redirect' any web requests to a particular domain name, to a specific part of any other web site. This is mainly used for marketing purposes – to launch a new product with it's own domain name, but leveraging your existing web site development. Each Redirect costs \$5/month.

By way of example, when an Internet user types the URL [www.yourproductname.com](http://www.yourproductname.com) into their browser, their request could be 'redirected' by our web servers to [www.yourcompanyname.com.au/productname](http://www.yourcompanyname.com.au/productname). Naturally, standard domain name registration and management charges apply to [www.yourproductname.com](http://www.yourproductname.com), and these services are also available from Internode.

## Secure Sockets Layer Certificates

**Secure Sockets Layer** (SSL) is a protocol for transmitting private information across the Internet, using a web browser client. All Internet browsers support SSL, and many Web sites use the protocol whenever confidential user information - such as credit card numbers - is required. By convention, URLs that require an SSL connection start with 'https' instead of 'http'.

You are welcome to implement SSL on a web site that is to be hosted on the Internode Business Web Hosting platform. However, please note that for technical reasons Internode will need to be providing the DNS Management service (also called delegation) for the web site's domain name.

For the complete solution, Internode can provide a Geotrust SSL Server Certificate for your web site – these are priced at \$100 establishment and \$240 per annum, per certificate. We can also provide you with the complete range of **Domain Name Services**, including registration and management.

## Like to Know More?

Please contact your Internode Business Sales on 13 6633 or email [business-sales@internode.on.net](mailto:business-sales@internode.on.net) for further information. You can obtain more information and signup online at [www.internode.on.net/hosting](http://www.internode.on.net/hosting).