Residential Web Site Hosting

Terms and conditions

exetel™ **Get things done.**

Description Of Service

Your web site is hosted on Exetel web servers at our Sydney point of Presence.

For this service you will pay a once only set up fee and an annual hosting fee.

What You Need To Do:

1. Have a domain name and a DNS (Zone file) record for www (or whatever you want your web server to be called) for your domain.

2. Complete the Web Site hosting request form on the "Order Hosting Services" link in the menu bar on the left of this web page.

3. When you receive a confirmation email from Exetel, upload your web site via ftp to the server.

4. If your domain name is not hosted by Exetel, have the web site record changed to point to the new server as per the emailed notification.

What Exetel Will Do:

1. On receipt of your application we will create a server for www.[your domain name], and an ftp account and password to enable you to upload your web site files.

2. If you have your domain name hosted with us, we will make the appropriate change to your zone file.

3. Send you an email confirming this has been done, with the ftp username and password.

4. Exetel may charge an amount of one dollar ($1.00) to the Customer's bank account or credit card to make reasonably sure that the Customer has legal control over one or more of his or her payment methods. This charge will be applied in full as a credit to the first invoice of the Customer, or as soon as is practicable thereafter. If the Customer cancels the service prior to the issue of the first invoice and no other fees or charges have been levied, then Exetel will refund the verification charge in full.

Limits Of The Service:

1. Exetel will not train you or help you with setting up your web site, html, scripting or database setup. Basic web sites can be set up with something as simple as a word processor. Professional, commercial web sites require a professional with expert knowledge in that field.

2. Exetel will not change your www record if your domain name is not hosted by Exetel. You will need to contact your domain name hosting supplier and have them change it.

3. Front page extensions are not available.

4. If you misuse the server features (i.e. create processes or scripts that degrade the server), use the site for any illegal activities (including storing copyright material you do not have permission to use), or spam, or allow your site to be insecure enough to be hacked by someone who does; Exetel will SHUT DOWN THE SITE WITHOUT NOTICE. When you notice your web site is down, you can contact us and we will bill you for time and materials for any damage and cost of recovery.

5. Exetel make no backups of your web site data. While every effort is made to ensure your data is safe and always available, Exetel makes no copies and does not keep archives of web space or database data.

6. Whilst we work to make sure that the server is configured and maintained in a secure manner you acknowledge that:

   • you are solely responsible for familiarising yourself with the security details of the service.

   • we are not responsible for any failure of any firewall or other security measure, hardware or software, to provide full protection of web servers, any web site, any SSL configuration data (such as a key and/or certificate) or any other data.

   • we are not obliged to alter the security configuration to suit you.

   • you are on a shared service and that this weakens the security of the server and makes it more probably that any data stored is visible by others.

   • any degree of Internet access involves security risks, and it is not feasible to exclude all security risks, as threats to Internet security are continually being discovered.

   • an SSL certificate does not increase the security of your data - it merely permits for an encrypted connection between a user's web browser and the web server.

Things To Note:

Your web site will be hosted on an Apache 2.0 web server. Php mod is enabled. Perl, and cgi scripts can be added in /cgi-bin from your web root directory. If you want a specific directive enabled for your site, email the correctly formatted directive to: **hosting@exetel.com.au** and we will add it to your vhost config.

If the Customer's payment is not honoured for any reason, Exetel may charge the Customer a $10 Failed payment fee.

EXE0049