

## Burgess Hosting FAQ

updated 3/8/2011

Q: How does pricing work?

A: Our plans are available in quarterly and annual blocks, and begin at \$179.40 annually (\$14.95 per month) or \$44.85 quarterly. Additional features (such as database access), and additional resources beyond what is included in the basic package (such as disk space) may increase the monthly price.

A complete price schedule is available at [www.burgesscomputer.com/hosting/maine-web-hosting/](http://www.burgesscomputer.com/hosting/maine-web-hosting/).

Q: How does the Burgess support agreement work?

A: Our support plan is as follows:

1) Support is available during regular business hours, 9:00am-5:00pm Monday – Friday. Support is not available on New Year’s Day, Memorial Day, the Fourth of July, Labor day, Thanksgiving, the day after Thanksgiving, and Christmas. (Please inquire should you be interested in premium support coverage).

2) It will never cost you money to report a problem or make a request. Burgess will respond by checking the status of your site and reproducing a problem, if necessary; determining whether the support is included in your monthly hosting fee; and then offering our best ideas towards a solution.

3) In the event that we are not available to take your call personally, we will respond as quickly as possible, or at most within 1 business day. This does not mean that all problems can be resolved within one business day.

4) Some support is included with your hosting. This includes support related to making sure that your site is online, that your FTP is accessible, that your mail accounts are working properly, and that your site statistics are available. There is also no charge for looking up or resetting passwords, reconfiguring mail options, restarting a website or other service, compacting a database, or reviewing your configuration.

5) All other support is not included in the monthly hosting fee, and will be charged at Burgess’s current rates for web development or programming services. This includes “bugs” or unexpected behavior from interactive websites, design changes, etc.

6) In the event that it is necessary to restore from a weekly tape backup to recover an old version of your site, we will charge for our time to obtain and deliver the requested files.

7) Should your site go down for more than one hour as a result of server failure, network downtime at the host site, or failure of specific hosting services to which you are subscribed, you may request a hosting credit for the entire day. A hosting credit will apply in the form of free hosting at the end of your current quarterly or annual hosting

agreement. Should you decide to terminate your hosting agreement on or before the date it was originally scheduled to end, you will *not* receive a credit for the additional amount.

Q: How do site statistics work?

A: All of our hosting packages include access to statistical reports that show you how much traffic your site generates, where it is coming from, when it arrives, what pages are the most popular, and other information. You can view these reports over a web browser using a top-rated software program called Urchin (<http://www.urchin.com>).

Q: How does email work?

A: There are options for using email using the same domain as your website:

1) Mail Forwarding. All of our web hosting plans include *forwarding* an unlimited number of email accounts hosted by other providers, as well as the advice you need to coordinate with them and configure your mail client (Outlook or Eudora). For example, suppose that Anne Smith at Waffle Warehouse uses Burgess to host [www.wafflewarehouse.com](http://www.wafflewarehouse.com), and GWI as her Internet Service Provider. An email account comes with her GWI subscription, which she calls [anne.smith@gwi.net](mailto:anne.smith@gwi.net). Anne does not need another “real” email account to use [anne@wafflewarehouse.com](mailto:anne@wafflewarehouse.com). Instead, we will forward the any email for that account to Anne’s GWI email.

2) Hosting on Another Server. Another option is to host your email on a different server. Organizations with ten or more employees, dedicated network servers and a reliable Internet connection should consider hosting their own email or using Hosted Exchange services. The networking team at Burgess offers the services you need to set this up. You may also host your email with another ISP, such as the company that provides your local Internet connection. In this scenario, your mail will not need to be forwarded, as described above; it will go directly to your mail host (e.g. RoadRunner).

3) Burgess Mail Hosting. We also offer traditional email accounts (“POP accounts”). All of our web hosting plans include a number of email boxes. Please see [www.burgesscomputer.com/hosting/maine-web-hosting/](http://www.burgesscomputer.com/hosting/maine-web-hosting/) for the number of email boxes that are included with each hosting plan. We offer a high level of service and support during normal business hours.

Each email box will receive 1GB storage. Larger storage amounts are available upon request and will cost extra. There is a 6MB limit on file attachments (you may use your FTP area for larger transfers).

We also offer email services to non-web hosting customers at a cost of \$1/email box per month.



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800.498.8642 or 207.443.9554

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Q: Can I access my email account outside of work?

A: Yes. All email accounts hosted with Burgess Computer can be accessed from a browser-based "Web Mail" site. You are able to access your email from home, work, or on the road at <http://webmail.yourdomain.com>. A separate document is available with more detailed instructions.

Q: How do storage and transfer limits work?

A: Your hosting account will have a monthly limit on disk storage and data transfer. Disk storage includes all space used for web hosting, ftp, etc. Burgess will review your usage limits quarterly. If your account has exceeded a resource limit, we bill you for the overage as described in our current fee schedule. We will not disable your site due to an overage during the quarter, since your hosting agreement includes your intent to pay for resources used.

If disk space is the problem, you can use FTP to clean up your file area or you can work with Burgess or a third party to archive old materials. Archival services are not included in your hosting plan. At this time you may want to increase the storage included with your hosting package.

If data transfer is the problem, this means there is lots of activity on your site, which can be a *good* problem. At this time you may want to review your hosting package – if the extra traffic is not seasonal.

Q: What if someone else designed my site, but I want to use Burgess Hosting?

A: No problem. We host many websites for customers who use Burgess Computer for networking or other services but use other local providers for web design. We are open to anyone who needs quality Windows or Linux hosting.

Q: What if I want to design or update my site own my own?

A: No problem. We recommend Macromedia Contribute and/or Dreamweaver, and we offer training on these programs.