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Computers Made Easy Web Hosting 2009-2010

See our section "What You're Paying For?" at the end of this document for a better understanding of the value behind the costs. When you think about it, hosting a website for a whole year costs less than print ads, yellow pages, TV, or radio.

Hosting Packages and Services

Standard Hosting Services*

*(Advanced Custom Packages are Available)

	Professional	Small Business	Internship
Price	419.40/year \$34.95/month	299.40/year \$24.95/month	\$149.95/year Paid Yearly
Setup	FREE	\$34.95	\$34.95
Domain Name Renewal Included	•	•	
Website Storage	2 GB	1GB	0.25GB
Monthly Bandwidth Allowance	35 GB	15 GB	5GB
Guaranteed Backups	Daily	Daily	Weekly
Web Email Forms	•	•	
Staging site	•	•	
Source control versioning	•	•	
Video Integration capabilities	•	• (Bandwidth limitations)	
Compatible with e-commerce and database applications	•		
Advanced Web Statistics	•		
Mailboxes	20	3	
Max Email Size	50 MB	10MB	
Domain Email Storage	5000MB	200 MB	
Email Troubleshooting	Unlimited	3 Hours/year	
Anti Spam & Anti Virus	•	•	
Email compatible with Smartphones	•	•	
Discounted Services	•		
InWestmoreland.com Listing (as appropriate)	FREE	FREE	
By hand registration with Google, Yahoo, and MSN	FREE	FREE	
Google Local Registration	FREE		
AnnounceEase	Up to 6 blocks for as little as \$50/announcement block/year		
Email Restoration	\$25/incident		

Detailed Descriptions

I. Professional Hosting Package

\$419.40/year*

- No setup costs.
- Automatic yearly domain name renewal included in price.
- Advanced web statistics using SmarterStats.
- Compatible with web-forms such as contact, survey, and estimate forms.
- Compatible with video display and file downloads (such as PDF files).
- Compatible with e-commerce and database driven applications.
- 20 email boxes at primary Domain Name.
 - Webmail, IMAP, and POP accounts available.
 - Email compatible with Outlook, Outlook Express, Windows Mail, and most SmartPhones including BlackBerry and iPhone.
 - Encrypted email for secure internal company communications.
 - Online email storage for the domain: 5000 MB.
 - Maximum size per email: 50 MB.
 - Unlimited email troubleshooting using Fog Creek Co-Pilot. Free onsite troubleshooting as required within 50 miles of CME offices.
 - Anti-spam and anti-virus monitoring.
- Guaranteed daily system backups (including website and any email on the server).
- Source control and staging (Tools allowing us to roll back from unsuccessful additions or develop new web sections for review before taking them live. With staging a non-public version of the website is made available for review online before live publication.)
- Storage available for website (max website size on server): 2GB**
- Monthly bandwidth allowance (traffic allowance): 35GB**
 - Overage traffic charged at \$2 per GB**
- Discounted additional service costs (see service descriptions).
 - Free by hand registration on Google, Yahoo, and MSN (Bing)
 - Free registration on Google Local (local mapping service)
 - Free listing on local business directory InWestmoreland.com
 - Email restore from accidental delete reduced to \$25/incident.
 - AnnounceEase. Add up to 6 easily editable announcement areas to your website for as little as \$50/announcement block/year.

Notes:

*Can be billed to a credit card monthly at \$34.95/month.

** With over 125 sites websites designed to date, even our largest commercial sites such don't approach half the storage limit. The \$2 per GB traffic overage is the same fee charged to us by the data center, and after 10 years in business, we have yet to bill a client for a traffic overage charge because our efficiently designed websites. (If your website is featured on Oprah, we may have to talk. In fact, we can arrange to buy an extra traffic allowance at a discount).

II. Small Business Hosting Package

\$299.40/year*

- One time \$34.95 setup fee.
- Compatible with web-forms such as contact, survey, and estimate forms.
- Compatible with video display and file downloads (such as PDF files).
- Compatible with basic e-commerce applications like PayPal or other Shopping Cart Service
- 3 email boxes at primary Domain Name.
 - Webmail, IMAP, and POP accounts available.
 - Email compatible with Outlook, Outlook Express, Windows Mail, and most SmartPhones including BlackBerry and iPhone.
 - Encrypted email for secure internal company communications.
 - Online email storage for the domain: 200 MB.
 - Maximum size per email: 10 MB.
 - 5 hours email troubleshooting using Fog Creek Co-Pilot.
 - Anti-spam and anti-virus monitoring.
- Guaranteed daily system backups (including website and any email on the server).
- Source control and staging (Tools allowing us to roll back from unsuccessful additions or develop new web sections for review before taking them live. With staging a non-public version of the website is made available for review online before live publication.)
- Storage available for website (max website size on server): 1GB
- Monthly bandwidth allowance (traffic allowance): 15GB
 - Overage traffic charged at \$2 per GB

Notes:

*Can be billed to a credit card monthly at \$24.95/month.

III. Internship Hosting Package

\$149.95/year*

- One time \$34.95 setup fee.
- Guaranteed weekly system backups for website.
- Storage available for website (max website size on server): 0.25GB
- Monthly bandwidth allowance (traffic allowance): 5GB
 - Overage traffic charged at \$2 per GB

Notes:

*Payable by check or credit card on a yearly basis.

Related Services

I. Domain Name Registration

1 Year	\$14.95/year
5 to 10 Years	\$13.95/year
10 years	\$11.95/year
ID Protect (hides ownership records of the domain)	\$9.99/Domain/Year

II. Email Packages

- Even customers without a website can have professional email set up at a domain name. Customers who need additional email boxes for their website can purchase them. We offer two additional email packages.
 - Domain Name required (see Domain Name Registration at the beginning of this document).
 - \$19.95 one time setup fee for either package.
 - 5 email boxes **\$59.95/year**
 - 10 email boxes **\$89.95/year**

II. AnnounceEase

- One or more announcement areas can be placed on your website. These “announcement blocks” can be distinct news areas or look exactly like a regular webpage. They can be updated by anyone with basic computer skills using an online editor accessed via a login and password.
 - 1 Announcement Area: \$120.00/year
 - 2 Announcement Areas \$180.00/year
 - 3 Announcement Areas \$240.00/year
 - 4 Announcement Areas \$300.00/year
 - 6 Announcement Areas \$400.00/year

III. Deleted Email Recovery

\$75.00/incident

- For clients using IMAP and webmail email access, and who accidentally delete and then purge from deleted items a critical email or emails, we can attempt recovery from server backups. Please notify us immediately if you suspect this has happened.

What You're Paying For

Web hosting is the service that "broadcasts" your website across the Internet to anyone visiting it online.

Like many Internet services, there are a variety of ways to do this at a variety of prices. It is even possible to host a website for free.

So, when you host a website with Computers Made Easy, Inc., what is the value behind your monthly fees or yearly hosting cost?

Dedicated Microsoft Servers

Websites can be hosted on non-Microsoft systems such as Apache and Linux servers, which are less expensive to operate. IT techies may argue over which is best, but our Microsoft servers using genuine Intel processors are definitely top-level systems and their operational costs reflect that.

Our servers are also "dedicated," meaning they operate Computers Made Easy, Inc. services only and are protected by our own Cisco firewall. There is no sharing of the system with other companies to host online gaming, adult content, music downloads, and other typical Internet offerings which can help spread costs. (but also attract hackers, spyware, and viruses too. We do not permit these types of hosting.)

Managed Hosting at a Secure Data Center

Data Centers are the physical facilities where hosting takes place.

A data center could be a basement in a foreign country, where a single broadband connection handles hundreds of websites on a cheap, aging computer. (This costs less.)

At Computers Made Easy, Inc. our data center is at iNetU, a world-class hosting facility located in Allentown, PA. They have also been chosen by The American Red Cross, the United Nations' UNESCO and WAMIS programs, Hallmark, the Discovery Channel and more, as well as having won over a dozen industry awards and recognitions.

At iNetU, the physical building is a secure facility with multiple high speed access lines to the Internet, round the clock staffing 365 days a year, and little features like bio-metric security scans before anyone is allowed near the equipment.

"Managed Hosting" means we can reach technicians intimately familiar with our operations at any time of the day or night to resolve a problem, technicians who are physically on site. They don't even wait for a notice, but actively monitor system behavior. We recently got a call at 3:30 a.m. on a Sunday morning because an iNetU technician saw a problem when an automatic update occurred. (It wasn't critical, but they weren't taking chances.)

Inexpensive "un-managed hosting" means "hey, you're on your own."

Failsafe

While it's difficult to say that anything is completely failsafe, we've tried. Our servers use RAID hard drives (duplicate systems which can take over for one another in a fraction of a second if one fails).

Each server has its own backup power supply. Each server has an additional hard drive onboard for data backups of both websites and email services. Additional off-site data backups are performed using a secure online data backup system.

With so many safety systems, our customers are unlikely to notice an equipment failure. Nevertheless, should one happen, iNetU guarantees a 1 hour turnaround time on replacing the failed part, 24 hours a day, 7 days a week, 365 days a year.

(We have had customers whose previous host told them "oops, sorry we accidentally deleted your website. Yeah, sorry, that was the only copy.")

Computers Made Easy, Inc. as Your Single Point of Contact

If you ever experience a problem, and we hope you don't, you only need to call us, here at Computers Made Easy, Inc. 724-523-3001. There's never the hassle of dealing with overseas customer service, and your hosting fees support local businesses and employees in Pennsylvania, USA.

We could give you a whole bunch of technical numbers, but the value you pay for is in our top-flight servers, our relationship with the iNetU data center, our many failsafe systems, and our personal service to you.

We thank you for your investment in Computers Made Easy, Inc. hosting services, and we look forward to keeping your website and email online for many years to come.

Thank You