

Cobweb Web Hosting Service Description

1. Introduction

Cobweb Web Hosting provides businesses of all sizes with a fully featured, scalable, robust and highly-available website hosting solution. Built using Microsoft Windows Server 2008, IIS7 and Microsoft SQL Server 2005, the service offers developers a rich and powerful platform upon which to build and deploy web based applications.

2. Web Hosting Platform

Delivered on a proven one-to-many model, the Cobweb Web Hosting platform offers businesses comparative advantages such as:

- Economies of scale; enabling low per-site per-month costs.
- 24*7 proactive server and application management with sophisticated monitoring tools including Microsoft System Centre Operations Manager and HP System Insight Manager.
- Capacity Management planning ensures robust, reliable and consistent service performance.
- Performance optimised hardware, non-disruptive maintenance and best in class service reliability.
- Scalable, high-performance systems ideal for sites which experience high-load and high traffic throughput.

3. Security and Data protection

- The service is delivered from ISO27001 certified data centres which include multiple internet connections, uninterruptible power supplies, fire suppression systems and 24*7 manned security for threat management.
- Web servers are firewall protected and fully hardened using the latest Microsoft security tools and hosting industry guidelines.
- Security patches and hot-fixes are tested and applied within 96 hours of release.
- Real-time server Anti-Virus scanning operates to protect the service against infection.
- Daily website and database backups for disaster recovery purposes.

4. Content and Site Configuration Management

To be flexible to your design needs the Cobweb Web Hosting service includes:

- Full compatibility with common web design tools and technologies such as Adobe DreamWeaver, Adobe Flash and Microsoft Silverlight.
- Support for FTP and Microsoft FrontPage Extensions.
- Support for ASP, ASP.NET version 1.1, 2.0 and 3.5, and AJAX.
- Support for PHP and Perl.
- Management of DSN & ODBC connections to databases such as Microsoft SQL Server and Microsoft Access.
- MyLittleAdmin Control Panel for Microsoft SQL Server database management, removing the need to install client-side SQL Management tools.

5. Customer Support

- The service is fully supported 24*7 via email, Control Panel Support Form and telephone.
- Severity 1 issues only, as defined by the Service Level Agreement, will be progressed 24*7 with all other issues handled during Core Hours of support.
- Access to the Service Desk is for named Customer Administrators only.

6. Guaranteed Service Levels

- The service includes a 99.5% guaranteed service level for service availability.
- All service level guarantees are based on service monitoring data collected over

whole

- calendar months and explicitly excludes Scheduled Maintenance Windows.

7. Administration

The service includes access to the Cobweb Control Panel which provides users with the ability to manage their website and web applications regardless of their technical experience. The Control Panel, based on Parallels Automation, includes the following:

- The creation and administration of websites.
- Management of all common web hosting features such as SSL/ASP/ASP.NET/PHP and MIME types, FTP access, Microsoft SQL Server 2005 and DSN configuration.
- Full domain purchase, registration and transfer.
- DNS record and SSL certificate management.
- Convenient tools for statistical analysis of website metrics, measuring actual resource usage.
- User management with role-based permissions for shared administration and design responsibilities.

8. Additional Web Server Services

8.1 Web Redirection

For organisations with an existing website, but an unfriendly URL, who want to provide a professional and easy to remember URL for visitors. Web Redirection works by redirecting all requests via the Cobweb Web Hosting platform to the actual servers which host the website.

8.2 Host Headers

For organisations which require several domains pointing to a single website, these can be registered in the Cobweb Control Panel and then added as Host Headers to the web site.

8.3 SSL Certificates

Optional Secure Sockets Layer (SSL) certificates can be applied to web sites to protect confidential user information (such as credit card or bank account numbers) that is transmitted across the web. This is particularly suitable for sites that collect personal information, are running an e-commerce site or other web services that require secure transactions.

9. Managed Web Hosting Features

Service Element	Standard Features	Available to Purchase
Microsoft Windows Server 2008 with IIS 7	Included	
Web Space	500MB included*	✓ (Additional 500MB)
.co.uk Domain***		✓
.com Domain***		✓
Single Dedicated IP address		✓
Monthly Bandwidth for data transfer	50GB**	✓ (Additional bandwidth allocation 50GB)
Guaranteed Service Level	99.5%	
24*7 Telephone Support	Included	
E-mail Support	Included	
.NET Framework version 1.1, 2.0 and 3.5, AJAX	Supported	
Active Server Pages (ASP)	Supported	
PHP	Supported	
Perl/CGI Scripts	Supported	
DSN & ODBC connections	Supported	
FrontPage Extensions	Supported	
Server Side Includes (SSL)	Supported	
Isolated application pool	Included	
Microsoft SQL Server 2005 database		✓
SSL Certificates****		✓
IIS Web Redirect		✓

*Overuse charge per 5MB per month **Overuse charge per 10GB per month

***Please contact us for other domain extension options and pricing

**** Dedicated IP address required for SSL.