



What are these web services?

Having a website is like home ownership. There are many aspects to owning a home, just as there are several layers to having a website. This document explains each of these layers and details what CentralVa.net will provide its customers who purchase each service.

Acquiring the Deed: Domain Registration

CentralVa.Net is a reseller of domain names, and registers and renews domain names for its customers. When a domain name is registered through CentralVa.Net, it is the customer's responsibility to maintain the domain's active status by paying their CentralVa.Net invoices in a timely manner and communicating with the CentralVa.Net staff about desires to keep domain names or allow them to expire.

The 'deed' or domain name registration includes attributing that address to your name or organization with technical and administrative contact information. If registered with us, legally, the domain is owned by you, not by CentralVa.Net or any other organization. When you allow someone else to 'register' your domain name to their organization -- like a marketing firm or graphic designer -- you are putting their name on the deed. Doing a search on <http://whois.net/> will show you the registry information for any given domain name.

What this does not include: Having the 'deed' or domain name of a piece of Internet property doesn't mean you have a functional website. This just entitles you to use that address, and makes sure that you maintain the right to that address.

Acquiring Space to Build On: Domain Hosting

If you were to build a house, you would need land to put it on. A website is a collection of files that are sent to your computer when you type the domain name into your browser. Those files need to be stored somewhere on a *server*. With any web host, you will pay a regular fee for the use of their server.

CentralVa.Net stands above the rest because we host your site locally on our servers onsite, and there are live people available daily to assist you for every step. No 1-800 automated menus, no calls to foreign countries, no online customer support forms to fill out. Just real live people, ready to answer your questions and ensure that your site runs smoothly.

CentralVa.Net gives you a minimum of *100MB* of disk space and *100 MB / day* of throughput for your own website with all domain hosting accounts. Every individual and small or home office account gets full CGI scripting capability to give your web pages all of the functionality that you need. If your website exceeds the maximum bandwidth allotted per month, you may be billed for excessive bandwidth usage or your site may be inaccessible for the remainder of the month.

All CentralVa.Net Domain Hosting Accounts Include:

- Hosting of your domain name, requiring separate domain name registration
- 10 POP email accounts in your domain name
- Live tech support regarding *hosting*, which is access to your space on the server, Monday through Friday, 8am to 5pm

What this does not include: Hosting your website is obtaining the access to put stuff (your website) on someone's land (their server). The land owner isn't responsible for what happens on that property, but is only responsible for making sure you have access to the space. Web hosting does not include support for content changes or updates.

The Postal Service: Email Hosting

If you owned a home, you would use your address (domain name) to send and receive mail. Because you have access to use the space, you can keep your mail on the property you pay to use. Domain hosting comes with email. There are limits to how much mail, however, because you are paying to use a standard amount of space for mail. If you exceed the standard, you may be billed for the extra space your mail takes up.

CentralVa.Net provides, in addition to email accounts that come with domain hosting, self-hosted email service [username]@centralva.net. Email is accessible through Outlook, iOs Mail, mobile clients, and many desktop clients in addition to access through webmail.

What this does not include: A landlord would assist if the post office stopped delivering to your address, but it is not their responsibility to install or maintain the physical mailbox for you. Assistance with setting up email on any device or application, as well as any maintenance or changes to the account, such as adding or removing users and changing passwords, will be billable at the hourly rate.

Building Your House: The Content Management System

To make it easier to build and maintain your website, CentralVa.Net can install a Content Management System (CMS) for you. A CMS gives you tools that are easy to use, and enables you to make changes to the website yourself without writing computer code. A Content Management System is like putting up the frame of the house that will be your website. It gives structure and a way to set up content like images and text.

What this does not include: A CMS is a piece of software, and like any software, must be updated. While the builder of a house would put up the framing of the walls initially, you would not expect him to paint, rewire, or wallpaper your home later on down the road -- at least not for free. Updates to the software are the responsibility of the client after the initial install.

Furnishing Your Home: Web Content

The final part of the site, and the part the client cares about most is what is actually on a website -- images, text, product listings, videos, etc. While CentralVa.Net can work with existing content to create the initial site, generating content and keeping it up to date is the responsibility of the client.

You would not expect your landlord or home builder to furnish your house or come over to move your couch every time you need to update the contents of your home. You would pay a designer to do these things. CentralVa.Net provides web design services at an hourly rate after the initial setup of your website.

NOTE: When designing your home, you don't necessarily buy the deed, land, and furniture from the same entity. One company may excel at one service over another. An interior designer can move your furniture without being your landlord or selling you the deed. Similarly, it is not necessary for a web designer to also host your site or manage your domain name.