

Satisfaction Guarantee

1. Commitment To Customer Satisfaction

Our number one goal is customer satisfaction. Our diverse staff works as a team to make that possible. Whether it's walking you through a domain transfer or account setup, or troubleshooting a difficult CGI script, we'll do what it takes to keep you happy. In addition, every new client is assigned a personal account representative who will familiarize themselves with you and your business, and assist you throughout the entire process of establishing and maintaining your eBusiness presence.

2. Speed

All of our Web and e-mail servers utilize Intel® processing power and reliable, fast hard drives for optimal performance. All Web servers are specifically configured for Web hosting and interactive application performance and all data is carried over our switched 100Mb internal network and delivered by Cisco® routers to the Internet via redundant connectivity.

3. Reliability

All our servers and the components that make up our network are monitored 24 hours a day, 365 days a year. In the event of an unscheduled outage, be it a component failure, software crash or connectivity disruption, our monitoring system will immediately notify an engineer. At the same time our systems will attempt to fix the problem automatically, be it diverting our connectivity over a redundant circuit or restarting a failed service. This proactive monitoring allows us not only to promise our customers up-time, but to also deliver on this promise.

4. Satisfaction Guarantee

Our web hosting packages are provided on superior quality servers. In fact, we're so confident of the quality of our packages, we offer a 10-day money back guarantee on all hosting purchases! On top of this we guarantee 99.5% uptime, if your server goes down we'll be glad to credit you.