SiteBuilder℠ from CenturyLink Frequently Asked Questions

1. I don't have any website building experience. How easy is SiteBuilder to use?

Super simple! Take advantage of the easy-to-use tools in SiteBuilder from CenturyLink, the Content Management System (CMS) included with your CenturyLink Web Hosting service plan:

- Industry-specific templates to help your content shine. Choose from any of our 380+ site templates pre-populated with layouts, copy, imagery, and suggested navigation and site map customized specifically for your selected business type. Point-and-click functionality allows you to simply select and work on specific sections of your website so you can make your own adjustments to copy, imagery and colors at any time.

- SiteBuilder's drag-and-drop interface enables you to easily integrate video, ecommerce, search, contact forms and many other applications right into your website.

- Easy-start Builder gives you a "Pages" perspective so that you can begin creating your new website without creating a sitemap first. All you need to do is start on a page and adjust or build out your navigational menus as you add more depth to your site. This means you can get up and running in no time.

- And included in your purchase you get CenturyLink® FastForward Onboarding℠. You'll get a hands-on introduction walk-through of your Web Hosting Management Console and SiteBuilder tool!

2. What about social media and getting the word out about my website? Can SiteBuilder help me with that?

Yes, SiteBuilder allows you to insert *ShareThis* buttons on any page or content block so your visitors can share an entire page or page section with colleagues, friends, co-workers, and families on social sites like:

Facebook: Allow sharing, commenting and easy linking to where your customers already spend their free time.

Google+: Make it easy for your visitors to make recommendations about you.

Twitter: Even if you don't have an account, it's easy to provide your site visitors the functionality to tweet about you.

YouTube: SiteBuilder also allows you to expand your social reach by easily adding videos from YouTube so they're viewable right from your site.

3. What add-on services are available for me to use?

Site-wide Ad Block: Prevent Google AdSense and other advertisers from displaying ads on your site.

Commenting: Drag-and-drop the Disqus module to let visitors leave comments on your site, or just your blog section, that you can moderate before publishing.

Embedded Video: Liven up your page with videos. You can use embed codes from popular video sites, or embed a URL for a video. Sites such as YouTube, Vimeo, MySpace or Dailymotion are supported. These sites will provide you the embed code so you can easily copy and paste it into the area designated in your SiteBuilder video module.

E-Commerce: Link to Ecwid, so you can sell products and services online and manage your storefront.

Search: Add a search field so visitors can quickly search your site using Google or a different search engine.

Social Sharing: Place a *ShareThis* button on your website so visitors can share your site on social sites like Facebook, Twitter, LinkedIn and more.

4. How much does SiteBuilder cost? Is it competitive with other similar services?

SiteBuilder is included in your CenturyLink Web Hosting service plan. Our Web Hosting service plans are competitively priced and comes with some very attractive complimentary inclusions.

Web Hosting Essential (50 GB): $9.99 / website / month;
Web Hosting Advanced (100 GB): $14.99 / website / month
Include typical hosting services, PLUS:

* Free domain name for 1-year

* Free 500 Webmail boxes

* Free FastForward Onboarding℠ Guided Activation support
  to help you get up and running as quickly and easily as possible.

5. How involved is it to add and change the content on my site?

Changing and adding content to your website using SiteBuilder is as easy as typing your text into a word processor and saving it to your site. It's easy to upload or change imagery right on-screen. And the drag-and-drop module functionality allows you to enhance your site with additional features and modules at any time. Once you submit your changes, you can see them immediately on your live website.

6. What types of businesses use SiteBuilder?

If you want a customizable website, then SiteBuilder is for you. Businesses of all types, sizes, and industries will find the simple building and publishing capabilities of SiteBuilder useful.

7. What about support if I get stuck?

Like any service you'd purchase with CenturyLink, your Web Hosting Service Plan includes complimentary FastForward Onboarding which gives you a customized one-on-one session with a CenturyLink Cloud Specialist where you'll be introduced to your Management Console and your products. We'll also give you assistance setting up and activating your services.

Your help doesn't end with setup. You'll have 24/7 phone and chat access to our Cloud Support team for any technical challenges that you might encounter. You pick the service. We'll help pick up the slack.

8. How much storage and bandwidth service do I get with my account?

Our **Essential and Advanced Web Hosting** service plans include **50 GB** (50,000 MB) and **100 GB** (100,000 MB) of website space, plus unlimited bandwidth.

Websites often begin by using no more than 10-25 MB (1000MB = 1GB). For example, a 5 GB website can hold thousands of text pages, hundreds of pages with pictures or two or more movies depending on length and image quality. But with CenturyLink, you have the choice of 50 or 100 GB of website space!

Visit us online at www.centurylink.com to learn more, or call us at 877.720.3429.

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