

Web Hosting from CenturyLink

Frequently Asked Questions

1. How does CenturyLink ensure that my websites are secure?

Our data centers are **SSAE 16/ISAE 3402 Type II-compliant** and backed by the power of CenturyLink, a global powerhouse in Internet and data security. Other safety measures include daily server backups, network and source code scans, 24/7 bio-metric physical security, and CyberSource's PCI-compliant credit card processing.

2. Is it possible to use a site address or URL that I've already purchased?

Yes, you can keep your existing domain name hosted where it is currently registered, or you can choose to transfer your domain name so all your web hosting tools are in one place. Your CenturyLink Web Hosting subscription includes a free domain name (URL) registration or transfer of an already-purchased domain name for your first year.

3. How can I be sure that my site stays up and running?

With CenturyLink Web Hosting, your website is backed by our 99.99% uptime SLA. You can depend on your site to be there when visitors arrive thanks to automatic, complete server backup and recovery and built-in redundancy. And all of this is bolstered by the strength of CenturyLink's two diverse Internet backbones and global server network.

4. How much does Web Hosting cost? Is it competitive with other website hosting services?

Yes, Web Hosting is priced competitively:

Web Hosting Essential (50 GB): \$9.99 / website / month;

Web Hosting Advanced (100 GB): \$14.99 / website / month;

Both include typical hosting services, PLUS:

- Free domain name for 1-year
- Free 500 webmail boxes
- Free FastForward OnboardingSM Guided Activation support to help you get up and running as quickly and easily as possible.



5. Do I get email accounts associated with hosting?

Each plan comes with 500 webmail email boxes that you can manage within your CenturyLink Management Console, right alongside your Web Hosting.

6. 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.

7. 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.

Most websites 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!

Virtually unlimited bandwidth means that you will never see additional charges based on how many visitors you have. Drive as much traffic as you want with no additional fees.

8. Is keeping track of what's going on with my site going to be complicated?

Our Management Console is your one-stop, global dashboard of everything you need to stay on top of what your site is doing. Our included SiteBuilder Content Management System (CMS) tool allows you to integrate Google Analytics that will track the visitors to your site and where those visitors are navigating throughout your site.

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

