



Lightyear Web Hosting Product Manual

November 2006

Product Overview

Lightyear Internet Services Web Products

Lightyear offers two premium products to help customers create a presence on the Web:

Web Hosting

Server space is provided by Lightyear for customers to put information on the Internet. We offer several different levels of our hosting services in order to meet our customers varying needs. The product levels are determined by Web site activity and size.

Benefits of an Internet Presence

The Internet enables an organization to cost-effectively gather information about its customers or suppliers, connect to partners for a collaborative project, access information pertinent to a business and much more.

Having a presence on the Internet allows an organization to provide detailed and up-to-date product information to customers. A company can take orders, announce new products and improve the quality of customer service.

Estimates for 2006 report that on-line consumer shopping is expected to grow 200%. In addition, business related e-commerce is expected to grow from \$8 billion to \$327 billion over the next 5 years.

Benefits of Lightyear's Web Hosting Service

Lightyear Internet Services permits the creation of a presence on the Internet with fast, reliable service. Our technically advanced services offer benefits far superior to our competitors. Lightyear provides the technology and support that other Web Hosting providers can not.

Depending on which Web Product level is purchased, Lightyear provides the following advantages over the competition:

The Network:

Our high capacity OC-48 backbones are like pipelines to the Internet, meaning faster connection and easier transmission of your customers' data. Data maintenance in a secure and redundant environment as well as 24 hour proactive network monitoring ensures accessibility of your customers' sites.

The Hardware:

Lightyear's network of Servers ensures that users can connect to your customers' sites quickly and easily. The servers are configured for back-up recovery and load balancing. We also utilize an emergency power supply so natural disasters will not lock out global users.



The Support:

Lightyear recognizes the importance of a knowledgeable, accessible technical support staff. Technical Support and Web Coordination are included with all levels of our Web Products. Our experienced professional staff is available 7 days, 24 hours a day.

Specifications

Web Hosting Product Information

Lightyear recognizes that our customers' needs differ, so we provide two levels of our Web Hosting product. Remember that all dial-up Lightyear Internet Services accounts include 3 MB of free storage space (which does not include CGI access, Domain Name Service or FrontPage® support) for a personal Web site.

Commercial Web Hosting Package Includes:

- Up to 200 MB of storage space for Web site.
- 100 MB transfer per month.
- Up to 20 e-mail accounts.
- Use of stock CGI scripts.
- Access to Web site.
- Domain Name registration or transferring service.
- Activity Reporting.
- Technical Support and Web Coordination.

Lightyear Network Solutions, LLC

Web Hosting Packages

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Technical Support and Web Coordination

Technical Support and Web Coordination are included with all levels of Hosting. Web Support is not offered for customers who have purchased a PPP account only. Web Support includes assistance with registering the Domain Name, limited support for HTML and CGI (limited to the knowledge of the coordinator), offering a liaison between the customer and system administrators, help with FTPing the Web site to the directory, and help setting the file and directory attributes. Technical Support includes general Internet support, assistance with getting online, Internet Explorer (browsing) and e-mail.

Activity Reporting

Statistical Activity Reports are updated every hour at a quarter until the hour and can be found on the Web. A Web Coordinator will contact the customer with the Website and password needed to view the reports. Statistics will also be e-mailed to customers once a week.