

About **Netsite Australia**

Background

Netsite Australia is a trading name for DRS Computer Consulting Pty Ltd, which has been in the Information Technology business since 1987. We have been building web sites since 1998. The founder and director of DRS Computer Consulting is Douglas Smith. He has a Bachelor of Business in Information Processing from the W.A. Institute of Technology and a Post Graduate Diploma in Computer Science from Curtin University. Doug has been a member of the Australian Computer Society since 1978.

Services

Netsite Australia is a small business, and as such is able to give personalised service. We are available for support calls 7 days from 6:00am to 8:00pm, via our customer-support mobile phone service. Unlike many others in the industry, **Netsite Australia** is happy to take the time to explain how things work in simple language.

We provide all of the following services:

- ▶ Domain name registration, including domain name transfers
- ▶ We host web sites on our high-performance servers
- ▶ We custom build web sites ranging from small, text and graphics only sites for small volunteer organisations, up to sophisticated database-driven applications for small to medium businesses. Our expertise is in building web sites that delivery actual functionality (applications), such as design, estimation and quotation systems.

Domain Names

As resellers for Planet Domains, who are both authorised auDA accredited Registrars, **Netsite Australia** can register, manage and transfer domain names. Our domain name services are some of the most cost-effective in Australia, and yet we add personalised service into the equation.

Web Hosting

We have web servers in a state-of-the-art, secure, data centres. We use both Australian and overseas servers. They are monitored 24 hours per day with technicians always on call. The data centres have uninterruptible power with generator backup, multiple backbone data connections and daily off-site data backup. Servers have both hardware and software-based firewall security and 99.8% uptime. Servers are high-end Intel hardware with fully redundant hot-swappable power supplies. Hard disk storage is provided by raid arrays. In laymen's terms, you and your customers are more likely to be prevented from accessing your web site due to a failed ISP connection (ie your broadband or dial-up connection), than because your web server isn't running.

Netsite Australia usually hosts web sites that we design and maintain ourselves, however we can also host web sites that are designed and maintained by our customers.

Software

All web servers have the following:

- ▶ FTP access
- ▶ POP3 mail (unlimited free addresses, limited by server's disk space)
- ▶ MySQL database
- ▶ PHP scripting
- ▶ password-protected subdomains (using basic HTTP authentication)

Terms & Conditions

To build a web site, **Netsite Australia** is generally asked for an estimate in the first instance. We base this on information provided by the client that generally includes:

- ▶ The number of web pages separate from the home page
- ▶ An idea of what is on each web page - eg whether it is all text, text and a graphic (eg logo), text and a photo(s), a photo/song/document gallery, etc
- ▶ We need to know whether you will provide the text, and whether you will provide the web-ready photos, or whether you supply the master photos and we prepare them
- ▶ Whether there is any automation required, eg automatically displaying a gallery of photos (or any other type of file), based on what is currently available
- ▶ Whether you need to maintain a list of valid users and what privileges/rights they have
- ▶ Whether you need other facilities, such as mailing lists, etc.
- ▶ Whether you need to be able to maintain the web site yourself
- ▶ An idea of the number of visitors that might visit your web site.

A formal quotation can be provided later when the details of the web site are better known, such as after we have seen samples of the text and/or photos, graphics, other documents.

If you choose to accept our estimate or quotation, we will ask you to complete a form which provides us with contact and billing information, as well as information necessary to register a domain name (if any) and information about colours for the web site and the manner in which you will supply all the information required.

Netsite Australia generally¹, will not ask for payment for designing and building the web site until it is up and running and you are happy with our work. If you require a domain name to be registered, this will be invoiced immediately (at the time of registration). Domain name registration is a time-limited license, and depending on the type of domain name, this license has to be renewed every one or two years.

Once your web site has been built, you then have to pay us to make it available on a web server. This is also called "hosting". In order to keep our costs to a minimum, and maintain our price advantage, **Netsite Australia** prefers to invoice annually in advance for hosting web sites. This charge is incurred on the first day of a year, that is, January 1st. Should you no longer require the web server part-way through the year a pro-rata refund will be made based on the remaining unused whole quarters for the year. To initially set up a web server, there is a once-off set-up fee, which is roughly equivalent to two hours of maintenance.

¹ Progress payments may be negotiated for large projects

The amount we charge for your web server depends on the "capacity" that we have to provide. This "capacity" is measured in terms of your allowance for megabytes of disk space and megabytes of bandwidth. Both these terms are documented separately, in *Web Hosting - What is it? An explanation of Internet terminology* available from our website home page.

Once your web site is up and running on the web server, any changes, including changes to the web pages and changes to e-mail or requests to reset forgotten passwords, etc., are charged at our standard hourly maintenance rate, in quarter-hour increments.

In order to keep our administration costs to a minimum, **Netsite Australia** offers a discount on our annual web hosting fee, to all customers who have paid their accounts by the due date throughout the year.

Customers should note that if invoices remain unpaid more than two months (60 days) after they have been invoiced, **Netsite Australia** may, without further notice and at its sole discretion, partially or fully decommission the customer's web site.

Current prices are available on the **Netsite Australia** web site.

This and other documents can be found at <http://netsite.net.au/>

Netsite Australia

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(read at least twice daily)