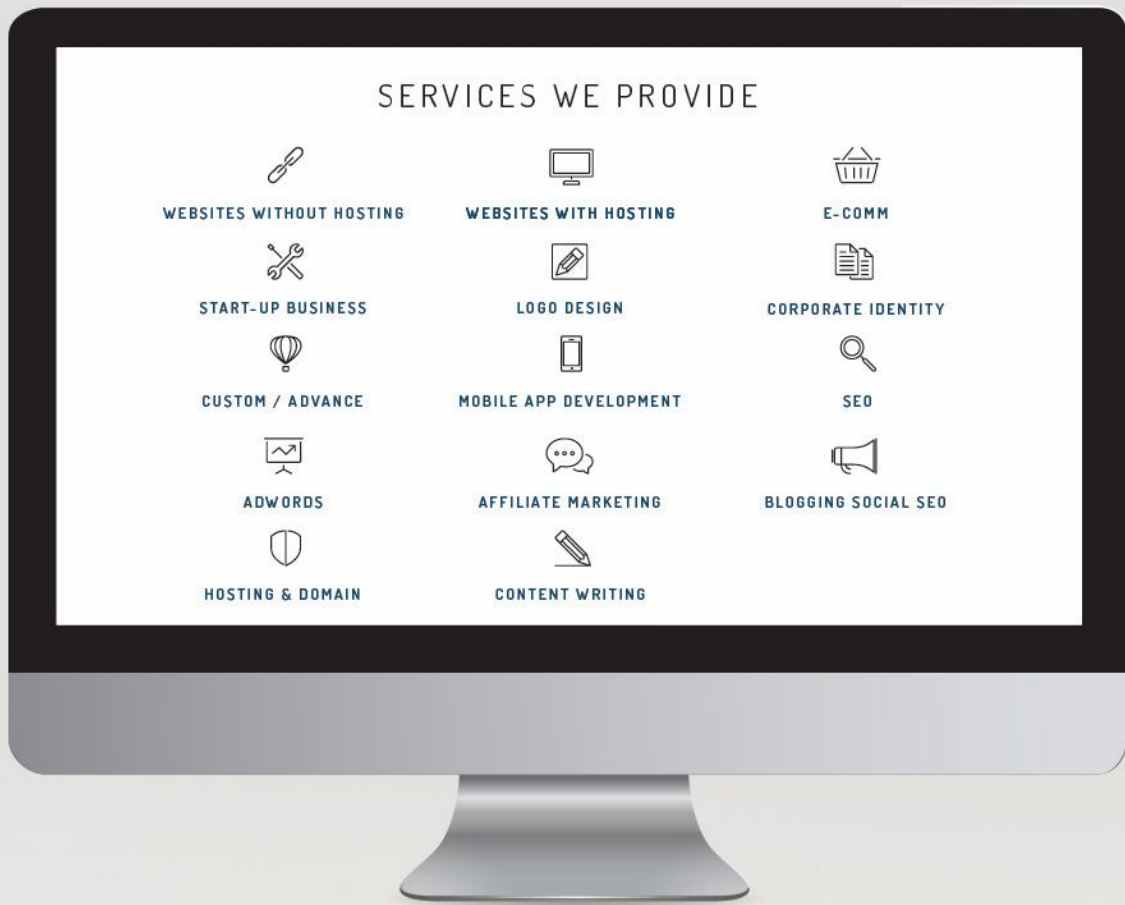


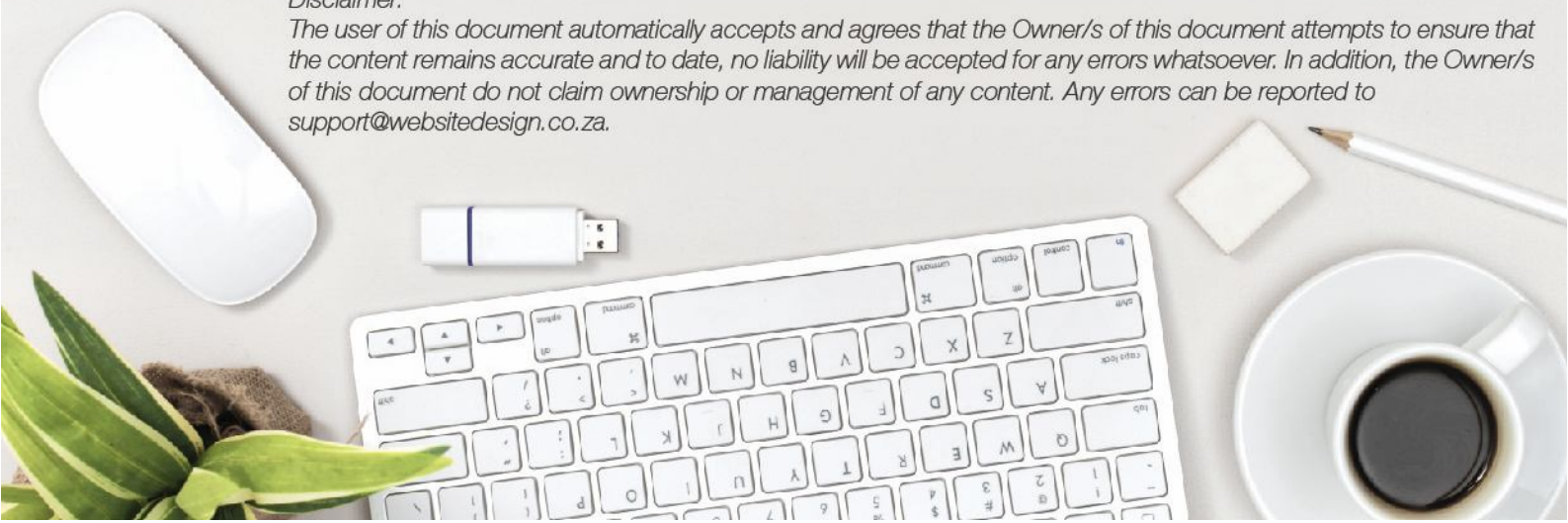
# Frequently Asked Questions

## Hosting



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**Q WHY DO I NEED TO SIGN A QUOTE?**

**A** In South Africa, the SA Consumer act requires that we prove that you requested and confirmed a service and the required document is a signed, completed quote and service agreement. The quote contains the terms and conditions for the services that you desire and ensures we have in writing given you information pertaining to your purchase.

**Q WHY MUST THE QUOTE BE SENT BACK TO YOU?**

**A** We need to keep a record of each service that belongs to our clients. Once again, this is required by Law.

**Q MY WEBSITE IS NOT ONLINE / WORKING? WHAT HAS HAPPENED?**

**A** There are two frequent reasons for this:

a) Your site has been hacked and taken down.

This means that your website was compromised by a cybercriminal or program and it was taken offline to prevent more abuse. When a website is hacked, it is usually to enable spam mailing, phishing or the spread of viruses. In this case you can contact the support mailbox at [support@websitedesign.co.za](mailto:support@websitedesign.co.za)

b) Your service has expired, or you have an outstanding bill. In this case you can contact the project manager at [pm@websitedesign.co.za](mailto:pm@websitedesign.co.za)

c) If the above reasons are not applicable, you can always contact [support@websitedesign.co.za](mailto:support@websitedesign.co.za)

**Q ARE YOU (WEBSITEDESIGN.CO.ZA) NOT RESPONSIBLE FOR THE SECURITY OF MY SITE?**

**A** Services are hosting on our servers and our clients are given access to parts of our servers and codes. It is the clients responsibility to ensure the security of their property and content is secure by not sharing their passwords, and change their passwords from time to time as well as ensuring that the content and even the code of their property is updated and therefore at less risk to cybercrime. We use the very best hosting solutions in SA to ensure the chances of a security breach are reduced. Crime affects everyone and it is a joint effort.

**Q I PAID THE FULL AMOUNT FOR THE DOMAIN RENEWAL, BUT MY SITE IS STILL DOWN. WHY?**

**A** The most frequent reason is we are still waiting on your returned paperwork. We are not allowed by Law to publish content or offer services if we do not meet the conditions of SA Law or the SA Consumer act.

**Q WHY MUST I FILL IN MY ID NUMBER OR VAT NUMBER ON THE QUOTE?**

**A** This is a very good question. Besides it being a requirement by Law, the SA Consumer Act and the domain registrar, we want to ensure that we can safeguard the ownership of property to the correct person. Simply providing a name can leave a client vulnerable to loss of property or disputes if someone with a similar name or company tries to claim ownership of material or domains. Having an ID number helps us defend our clients. A VAT number is only required if a company is purchasing a service and wants to claim back VAT. Even if a company is purchasing a product, the domain registrant needs to put the property in a person's name - and therefore the ID will also be required.

**Q I AM NOT A SOUTH AFRICAN CITIZEN, BUT I WANT TO MAKE USE OF YOUR SERVICES? WHAT ARE MY OPTIONS?**

**A** We have many international Clients and all of our products are available. We may require a copy of a passport for certain services.

**Q WHAT HAPPENS IF I DON'T RENEW MY DOMAIN WITH YOU?**

**A** We will then set your domain for termination and have your site removed from our servers. Any property on the domain will be lost if not backed up. The domain will then become available for purchase by the first successful buyer.

**Q I WANT TO TRANSFER TO ANOTHER HOSTING PROVIDER? WHAT DO YOU NEED FROM ME?**

**A** Ensure that you have a backup of your site, then contact your new hosting provider and have them setup the domain along with all the mailboxes for your domain. Then provide us with written notice detailing intentions and a reason. If there are no outstanding accounts, the transfer will be processed by us.

Once the domain has transferred successfully to your new hosting provider, we will no longer have copies of your previous mail or website.

**Q MY DOMAIN (WEBSITE AND EMAILS) ARE NOT WORKING AT ALL? WHAT HAS HAPPENED?**

**A** In SA, most internet is reliant on Telkom SA, and it is our experience that most down time originates in full or part thereof due to their related services. Always check our client zone on our main website to see network notices before you panic. If there are no notices you feel are applicable, then feel free to contact us using the support phone line. Please also remember that services are suspended if there is an outstanding bill - in this case, you can again use the support line to investigate a resolution.

**Q I PAID FOR THE DOMAIN BUT MY NAME IS NOT ON THE SERVICE AGREEMENT? AM I THE OWNER OF THE DOMAIN OR CONTENT?**

**A** No, the person who signed the service agreement is the owner of the property.