

Thank you for choosing Datanet to provide you with business class connectivity and hosting services. Our goal is to provide these services with care, skill and diligence in accordance with industry best practice and to do so beyond your expectations and always to the best of our endeavours. We will comply with all applicable laws and regulations in providing our services. Datanet, established in 1996, is one of the UK's longest serving ISPs providing a full range of Internet services, connectivity and hosting to business. Following is a plain English and friendly description of our terms & conditions of business. These terms & conditions should be read in conjunction with Datanet's service level agreement (SLA) and also your services order form which identifies the services you have purchased along with any additional terms & conditions. In this document, We or Us or Datanet refers to DATANET.CO.UK Limited and You or Your refers to you, our customer or a third party acting on your behalf. Datanet reserves the right to amend these terms & conditions from time to time, the latest version will be published on the Datanet website.

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- (11) Other Services (only available with Hosting or Connectivity services): Email, SMTP, PoP Mailboxes, Domain Name Services (DNS), Shared Web Space

(1) Standard Terms & Conditions (including the Acceptable Use Policy AUP)

1.1 Datanet services may only be used for lawful purposes. Transmission of any data or voice through the network, or use of any part of the network in violation of any UK law or regulation is prohibited. Data & voice stored on our servers by you must be legal and you are responsible for obtaining licenses and consents, including copyrights, performing rights and any other relevant intellectual property rights.

1.2 You will not disclose any of our confidential information, or that of our customers or suppliers. You will not disclose any of our commercial or technical activities, or that of our customers or suppliers. Whilst on Datanet's premises or working remotely with access to Datanet Systems, you must treat all information which you may become aware of (verbal, written or electronic) as confidential and not retain or disclose it unless authorisation has been given by Datanet.

1.3 As a business to business service provider, we expect data & voice traffic to be related to normal or reasonable business activities, accordingly, use of Datanet services is subject to your reasonable use. Any data transfer, uploading, downloading, advertising, transmission, distribution of software, programmes, products, or services, causes of spam, initiation of ping flooding, denial of service attacks, piracy of software, use of voice services which has a directly detrimental effect to Datanet's network, services or other customers may be contrary to 'reasonable use'. These Terms & Conditions, together with our SLA's form our Acceptable Use Policy (AUP).

1.4 We will suspend or terminate the services if you materially breach the Terms & Conditions or fail to remedy any material breach within a reasonable period of being asked to do so.

1.5 Datanet expects you take reasonable steps to protect your own network and/or any associated voice or telephony equipment with firewalling, anti-virus services and ensuring you adhere to best practises.

1.6 Data & voice traffic through Datanet's network is provided subject to any restrictions put in place by our upstream network partners. This may include, but is not limited to, traffic prioritization, filtering or monitoring.

1.7 Any liability by Datanet shall be limited to the remainder of any fees paid for services not yet consumed less any deductions for charges incurred. Datanet shall not be liable for failure to perform its contractual obligations if such failure results from force majeure, act of God, governmental act, fire, explosion, accident, industrial dispute, or any other cause beyond Datanet's reasonable control. In no event shall Datanet be liable for indirect or consequential loss (including loss of profits) arising from any breach of the services.

1.8 We have no responsibility for any goods, services, information, software, or other data you obtain when using our services.

1.9 All fees and rentals are subject to our prevailing prices, which are amended from time to time and may be effective from your next billing period and are subject to VAT at the prevailing rate.

1.10 Where a contract term of more than one year has been agreed, prices will be subject to periodic reviews and the resulting price increases will be applied each year on the anniversary of the commencement of the contract.

1.11 Quotations, proposals and service order forms are valid for thirty days from the date of issue and are subject to technical appraisal, credit and commercial checking and any final survey which may result in service delivery or excess construction charges.

1.12 If any of the information provided by you changes, including any changes to your payment and contact details, you must inform us as soon as reasonably possible by email to OpsTeam@datanet.co.uk or in writing to the address in Section 2.

1.13 When we issue you with usernames and passwords, they are essential for secure use of the services and you must take reasonable steps to ensure that you keep these confidential and secure and that you use them in accordance with any relevant instructions.

1.14 If you request us to re-issue usernames or passwords, we will only provide these to a known destination either by post, fax or email, not verbally over the telephone unless we have agreed a security code.

1.15 If we think, in our reasonable discretion, that there has been a breach of security or misuse of the services, we may change or suspend your password and then notify you of this change.

1.16 Any Internet Protocol (IP) numbers allocated by Datanet to you shall at all times remain the property of Datanet, you may use these IP numbers for the duration of the services. Where a block of IPs is allocated, the first and last IPs in the block are usually reserved and are not useable.

1.17 Datanet operates a Partner Reseller scheme subject to additional Terms & Conditions, which, after registration and qualification, can be viewed on our partner website. Applies only to successful applicants of the Partner Reseller Scheme.

1.18 Complaints should, in the first instance be made by email to OpsTeam@datanet.co.uk and will then be reviewed by the Operations Manager in conjunction with the relevant Team Manager. In the event that this course of action does not bring about a satisfactory conclusion, the matter will be referred to the Managing Director. Beyond that you may wish to address the matter to CISAS which is an independent, OFCOM approved, dispute resolution service. In compliance with industry regulations Datanet is a member of CISAS. You can contact CISAS at International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU. Tel: 020 7520 3827 Email info@cisas.org.uk Web www.cisas.org.uk

1.19 These Terms & Conditions and any associated services contract (Services Order Form and SLA's) and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales. You agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these Terms & Conditions and any associated services contract (including non-contractual disputes or claims).

1.20 You agree that by default Datanet will communicate with you electronically and you accept that this is our preferred method of communication regarding all matters.

(2) Addresses and Contacts

2.1 The registered offices of Datanet and the address for general correspondence is: DATANET.CO.UK Limited, Aspen House, Barley Way, Ancells Business Park, Fleet, Hampshire, UK, GU51 2UT.

Company registration number 03214053 and VAT registration number 664690014

Bank account: sort code 40-21-27 account number 71200402 account name DATANET.CO.UK

Telephone: 01252 810010, Fax: 01252 813391, Web: www.datanet.co.uk

General email: Info@datanet.co.uk

Support telephone: 01252 813396

Support email: Support@datanet.co.uk

Network status: www.datanet.co.uk/support

Our normal business hours are from 9.00am to 5.30pm Monday to Friday excluding public holidays. Our normal support hours are from 8am to 8pm Monday to Friday excluding public holidays, certain services (refer Section 5) are eligible for 24 hour support, please refer to your welcome letter.

(3) Payment terms and methods

3.1 All orders are subject to VAT at the prevailing rate and payment is due as per the payment terms stated on the invoice. High value orders inc. private circuits and hardware will only be progressed after payment is received.

3.2 Invoices are raised in advance of providing the service and sent by email, you will need to provide us with a generic or departmental (rather than personal) email address for this purpose.

3.3 Methods of payment include Direct Debit and BACS. Bank account for payments: sort code 40-21-27 account number 71200402 account name DATANET.CO.UK. Cheques may incur additional fees and we do not accept credit/debit cards.

3.4 Ongoing monthly or quarterly or annual payments should be by Direct Debit. In the event Direct Debit payments are not possible, payment by BACS transfer is acceptable. We do not accept payments by cheque for recurring monthly or quarterly invoices.

3.5 Minimum monthly fees of £25 plus VAT apply, otherwise the Services will be billed annually in advance.

3.6 Hardware and software should be paid for fully in advance and remains the property of Datanet and title stays with Datanet until full and final payment has cleared our bank account.

3.6.1 When replacement hardware is supplied under Premier Support, an invoice will be raised, at the prevailing list price, pending return of the faulty hardware. Faulty hardware should be returned within 10 business days complete with any cables and power supplies and upon its receipt the invoice will be deleted. In the event that the faulty hardware is not returned (complete) within 10 business days, the invoice for the replacement hardware will be issued and payment required by return.

3.7 Customers with a reliable and prompt payment history with Datanet may negotiate payment terms on account.

3.8 Payment defaults will be subject to bank charges, handling fees and re-connection fees.

3.9 Payment defaults may result in your Datanet services being terminated.

3.10 Payment defaults may result in a lien or charge on hardware or software under our control and disposal of same to recover our fees and any additional costs.

3.11 If we are unable to collect regular or ongoing payments (where these apply) we will advise you as soon as possible and you are obliged to respond and make payment within a reasonable time, failure to do so, or if we are unable to contact you at the usual billing address, may result in suspension of services. Continued default of payment will result in the termination of your services and any other Datanet services, which will then incur charges and fees as above.

3.12 Invoice disputes must be submitted in writing as soon as practicable and no later than three months of the invoice date. You are not entitled to withhold: (a) payment of any amount not in dispute; and /or (b) any payment to Datanet on the grounds that you have a dispute with other parties e.g. your end users, your customers or your other suppliers.

3.13 In the event you have made an overpayment please advise Accounts@datanet.co.uk who will review your account.

(4) Lead time, minimum term, cancellation and billing periods

4.1 The default billing period (frequency of invoicing), will be indicated on your services order form and may be varied to align with the billing period of your existing services where applicable.

4.2 Services are subject to the minimum term as indicated in the table below except where indicated differently on the services order form. Refunds are not permitted for cancellations during the minimum term and a cancellation (cease) fee may be applied. The minimum term means the minimum duration for billing e.g. 12 months means you must pay for at least 12 months not including the lead time or any un-billed or credited periods.

4.2.1 Early termination charges will apply where you cancel a service that has not fulfilled its minimum contract term. Such charges will equate to at least the value of the remaining contract term.

4.3 To cancel a service, you must give notice as per the table below. This must be after the minimum term and in writing to OpsTeam@datanet.co.uk or in writing to the address in Section 2.

4.4 If we incur additional costs such as site visits where the engineer cannot get access to equipment or premises in the agreed time slot, you accept that you will be liable for these additional costs.

4.5 Amendments to or cancellations of in-flight orders (orders placed with our suppliers or in progress and not yet fulfilled) will incur costs to be advised at the time.

4.6 Following is a list of the lead time, minimum term and cancellation notice. The lead time may be subject to external requirements beyond our control such as telephone lines, fibre, hardware etc. Datanet will use reasonable endeavours to provide the service by the date agreed, however, all dates are estimates and we have no liability for any failure to meet these dates.

Service	Lead Time (business days)	Minimum Term (months)	Cancellation Notice (months)
Dedicated & Managed Servers	1-20	12	3
Virtualised (VM) Servers	1-2	12	3
Application & Software Hosting	1-20	12	3
Rack Space & (Co-Lo) Co-location	1-5	12	3
Managed Firewall	1-5	12	1
Offsite Backup & Recovery	1-5	12	3
Additional Data Transfer	1	3	1
Internet Bandwidth	5+	12	3
Private Circuits, Leased Lines, EFM	~ 60	12-60 (Refer section 8)	90 business days
ADSL	10	3-12	1
FTTC & FTTP *subject to BT engineer availability	10-15*	12	1
Telephone lines & calls including PSTN, ISDN, SiP, VoIP, CPS* subject to BT engineer availability	10-15*	12	1
Mail, PoP & SMTP (inc. Roaming) (PoP is End of Life)	1	12	1
Microsoft Office 365 Exchange and/or Office Applications	14	12	3
Fixed IPs	1	12	1
Premier Support on Hardware	1	12	1
Premier Support on ADSL (class 4 or enhanced care)	1	3/12	1
Domain names and sub-domains	1	12	1
SQL database, share (End of Life)	1	12	1
SQL daily backup (End of Life)	1	12	1
Dedicated Secure Certificate (End of Life)	2-5	24	1
Shared Secure Certificate (End of Life)	1	12	1

(5) Technical support, fault reporting and 24-hour support

5.1 You may report a fault by any of the contact details listed under Section 2 "Addresses and Contacts", we will endeavour to restore your services as soon as possible.

5.2 Occasionally, we may suspend the services where necessary for operational reasons such as repair, scheduled maintenance or improvement of the services or because of an emergency (MSO major service outage). Except in the event of an emergency, we will try to give you as much notice as possible of any periods of downtime of the services by posting information on our Support page at www.datanet.co.uk/support and, where practical, by email or emergency SMS text message to your nominated contact(s).

5.3 All Datanet services benefit from 8am to 8pm Monday to Friday support (828x5) excluding public holidays. Private Circuits, Leased Lines, MPLS, EFM and Data Centre Services benefit from 24x7 telephone support (please refer to your "Welcome Letter" for the 24-hour support number). ADSL, FTTC and FTTP benefit from outsourced 24x7 telephone support.

5.4 We may require details for a 24x7 on site contact and access to equipment and premises in the event that a site visit is required outside normal business hours to allow us to provide a fix within our SLA.

5.5 If we incur additional costs such as site visits where the fault lies in your jurisdiction or the engineer cannot get access to equipment or premises in the agreed time slot, you accept that you will be liable for these additional costs.

(6) Data Centre Services: Dedicated, Managed & Virtualised (VM) Servers, Backup & Recovery, Co-location and Rack Space

- 6.1 We are responsible for providing, power, cooling, physical security and network services to the hosted environment.
- 6.2 We are responsible for the hardware when provided on a rental basis, such as dedicated servers and for a standard install of the operating system when rented from us.
- 6.3 You are responsible for configuration and installation of any applications even if provided under rental by us. You are also responsible for data migration, software patches, fixes, updates and data security.
- 6.4 You are responsible for ensuring that your data is being correctly backed up and you are urged to perform regular tests (restore and verify) to ensure you can recover your data.
- 6.5 Bandwidth, power usage and remote hands are monitored and are subject to additional charges where the standard allocation is exceeded.
- 6.6 Dedicated, Virtualised (VM) servers and other hardware provided by Datanet under a rental agreement remain the property of Datanet at all times.
- 6.7 Software provided by us will likely be provided on a rental basis, covered by "Datacentre Licenses" and remain the property of Datanet or our suppliers. Microsoft SPLA is subject to Microsoft's SPLA Terms & Conditions, a copy is here www.datanet.co.uk/user/files/terms_conditions/SPLA_LICENSE_TERMS.pdf and may be updated from time to time. Software is always billed for full months so if you start a service mid-month you will pay for the whole month and if you cancel a service mid-month with one month's notice the software will be billed to the end of that following month.
- 6.8 Datacentre Services benefit from our 24x7 Support and Service Level Agreements (SLAs).

(7) Cloud Services: Office 365

- 7.1 Datanet provides Office 365 Exchange email and Office applications, for a minimum of 5 users, in the capacity of reseller under the Microsoft Open License model or the Cloud Solutions Provider model.
- 7.1.2 Datanet provides these services subject to Microsoft's Terms & Conditions which you agree to accept when you take these services. For a description of the service please refer to:
<https://technet.microsoft.com/en-gb/library/office-365-service-descriptions.aspx?f=255&MSPPError=-2147217396>
- 7.1.3 Datanet will support your IT department to achieve a basic initial setup and configuration such as registering the service with Microsoft and pointing domains to the new service to help get you started. Up to 1 hour of remote Datanet support for each 5 user license purchased is included to help achieve the initial setup and configuration, beyond that you will need to buy Professional Services from Datanet or your chosen IT support company to help with any other aspect of migrating to Office 365 such as migrating legacy email to the new service and for initial and end user support and configuration.
- 7.1.4 Datanet is responsible for liaising with Microsoft on your behalf in the event of a Microsoft system failure or service degradation.
- 7.1.5 Microsoft Exchange mailboxes are each allocated 50 GB of storage for email.
- 7.1.6 Microsoft takes care of anti-virus, anti-spam and all the updates, patches and upgrades so your e-mail system will always be running on the most current version.
- 7.1.7 You can access your e-mail from anywhere connected to the Internet, and from any device such as Windows or Mac desktops and laptops, smartphones and tablets. (Up to five devices can be used with each license). All devices will be seamlessly synchronised so, for example, if you send an e-mail from your phone you will be able to view that sent e-mail on your tablet or PC.
- 7.1.8 Office 365 Services benefit from 8am to 8pm Monday to Friday support (828x5) excluding public holidays.

(8) Connectivity Solutions, Private Circuits including Leased Lines, MPLS, EFM, IP Transit & Bandwidth:

- 8.1 All equipment, installation and activation fees are payable fully in advance and the rental is payable quarterly in advance.
- 8.2 Private circuits are provided subject to a one to five year contract as per the services order form.
- 8.3 Private circuits are subject to line and technical feasibility survey, approximately 60 business day lead time and 90 business days' notice to cancel.
- 8.4 The installation price, or set-up fee, is subject to appropriate fibre being on site and is also subject to excess construction charges which will be notified after the survey. If any additional private circuit excess construction charges are advised then you may have the right to cancel the contract for the circuit and receive a refund of your deposit.

8.5 IP transit and bandwidth may also be purchased along with your private circuit or with your hosted solution.

8.6 Private circuits are dedicated to your specified location, it is your responsibility to ensure that the specified location address, postcode and termination point are correct. If you move to a new location (e.g. office relocation) you will likely have to pay for a (b end) shift to the new location if you wish to continue using the service, or pay up to the end of the term if you wish to cease the service.

8.7 Private circuits benefit from our 24x7 support and service level agreements (SLA's).

(9) Connectivity Solutions, Broadband ADSL, FTTC and FTTP, a prerequisite for the ADSL service is a BT PSTN (or POTS: plain old telephone) line.

9.1 Broadband ADSL, FTTC and FTTP services are available from most BT exchanges, however the service is subject to availability and will usually take up to ten business days to install. The speed and stability of the service will in all cases be dependent on the copper line quality and the distance of your premises from the local exchange.

9.2 In certain circumstances you may ask us to reduce the lead time for the provision of a DSL service by way of a BT Fast Track. The BT Fast Track service is subject to an additional fee and is offered as a best efforts rather than guaranteed service.

9.3 SoHo Services are subject to a monthly data download limit. Data usage is monitored on a monthly basis and you may be notified if you have exceeded your allowance. Exceeding your allowance may incur additional charges and if you continue to exceed your allowance for a full quarter, you may need to upgrade your service to one of our Enterprise services that benefits from unlimited download usage terms.

9.4 As a business focussed ISP, Datanet reserves the right to manage our DSL network traffic to give priority to business orientated protocols such as VoIP, VPN's and Web Browsing over "consumer" protocols such as P2P (Peer-to-Peer) file sharing during the business day. Datanet may use Packet Prioritisation technologies in order to ensure activity from our consumer customers does not adversely affect our business customers.

9.5 In the event that you terminate your telephone account with BT or alter the services on the telephone line on which a DSL service is provisioned, the DSL service may terminate and you will be liable for the service charges to the end of the minimum term and any re-connection charges.

9.6 Should you decide to transfer your broadband DSL/FTTC/FTTP service to another service provider, you may do so by means of a Notice of Transfer (NoT) organised by your new service provider (refer: www.datanet.co.uk/support/datanet_resources/downloads). Early termination charges, which may apply, are detailed in Section 4 above. If you ask us to cancel your DSL service, a cancellation (cease) fee will be applied.

9.7 Broadband, DSL, FTTC/FTTP benefit from our 24x7 outsourced telephone support and service level agreements (SLA's).

9.8 When you transfer an existing FTTC/FTTP service to Datanet you will enter into a new 12 month contract from the date the transfer completes. Regrades may also result in a new 12 month contract.

(10) Connectivity Solutions, Telephone Lines and Calls:

10.1 Telephone lines & calls including PSTN lines, ISDN2 (BRI) lines, ISDN30 (PRI) lines, SIP trunks (session initiated protocol) for VoIP and CPS (carrier pre-selection) for telephone calls benefit from our 828x5 support and service level agreements (SLA's).

10.2 As part of our fraud prevention and credit management policies we will set up call barring on your line by default, you may ask us to remove this which may be conditional on a deposit payment from you and may be subject to a credit limit.

10.3 Where you request us to remove call barring you accept responsibility for all calls and in particular we bring to your attention that premium rate calls and services may cost several £'s per minute.

10.4 You are responsible for the calls and costs associated with your phone line whether or not they are made by you. You are responsible for the calls and costs associated with any fraudulent use of the service or from any fraudulent hacking of your phone or phone systems.

10.5 You are responsible for the calls and costs incurred using another operator's network by the use of any override code on your phone line.

10.6 You accept that you may not always get through to all international destinations and that we may also require you to pay a deposit or impose a credit limit before we allow you to use international access. Even if we have imposed a credit limit, you will be responsible for any call charges you incur in excess of that limit (which may occur because of delays in our billing system).

10.7 In addition to setting a credit limit, we may ask you to pay a non-interest bearing deposit which we will be able, at any time, to use to pay off any fees you owe. Any such deposit will be reasonable and will be assessed in the light of your other Datanet bills and credit history.

10.8 If you transfer to Datanet from a third party service provider, we will use reasonable endeavours to keep your existing telephone number and any other line features, however we cannot guarantee this and if any particular features are important to you then please check we can provide this service before transferring to Datanet.

10.9 You will take all reasonable precautions to ensure that no one (including you) uses the service fraudulently or in connection with a criminal offence or in breach of any law or to make offensive, indecent, menacing, nuisance or hoax calls or to cause annoyance or inconvenience.

10.10 You are responsible for ensuring your phone and phone system (PBX) are secured to prohibit others from making calls through your system without your permission. You should discuss best practise for securing your system with your PBX provider.

10.11 Ofcom, the telecoms regulator, state that the communications provider (Datanet) must link to a copy of Ofcom's general conditions published on their website:

<http://stakeholders.ofcom.org.uk/binaries/telecoms/policy/narrowband/statement.pdf>

<http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/general-conditions/>

10.12 Lines and numbers we provide you (or transfer from another service provider) remain the property of BT Openreach (British Telecommunications) and we rent them from BT and you rent them from Datanet and you will not have any legal or equitable or ownership rights to any numbers we provide.

(11) Other Services: Email, SMTP, PoP Mailboxes, Domain Name Services (DNS), MessageScreen, Shared Web Space

11.1 Email, SMTP, PoP Mailboxes (Datanet's PoP mailbox service is being retired and will become End of Life and will be replaced by Office 365 Exchange email covered in Section 7).

11.1.1 Datanet provides email services to Customers as part of a connection solution, if you cancel your connection you should make alternative arrangements for your email.

11.1.2 Email services are provided by SMTP, PoP or WebMail. We also provide Microsoft Office 365 Exchange email and this is covered in Section 7 Cloud Services.

11.1.3 Email can also be provided by WebMail, chargeable Roaming Mailbox or Roaming SMTP where a non-Datanet connection is used. This service is only available when you have other connection or hosting solutions from Datanet.

11.1.4 Outbound or inbound emails are restricted to a maximum size of 50MB and maximum of 50 recipients (total of To, CC, and BCC fields) - the latter helps to reduce spam.

11.1.5 PoP emails may be left on our mail servers for additional downloading to another computer for up to 60 days, emails, read or unread, can be left on our mail servers for up to a maximum of 60 days.

11.1.6 Datanet offers an anti-virus and anti-spam service called MessageScreen available at extra charge per mailbox user.

11.2 Domain Name Services (DNS)

11.2.1 Datanet manages ".uk" domains subject to Nominet's Terms & Conditions. Nominet is the UK appointed body charged with the management of all ".uk" domain names. When you register a ".uk" domain you are also entering into a contract with Nominet and you agree to their Terms & Conditions which are available at www.nominet.org.uk

11.2.2 Datanet manages ".eu" domains subject to EURid's Terms & Conditions. EURid is the European Commission's appointed body charged with the management of all ".eu" domain names. When you register a ".eu" domain you are also entering into a contract with EURid and you agree to their Terms & Conditions which are available at www.eurid.eu

11.2.3 Datanet manages ".uk.com" domains subject to CentralNic's Terms & Conditions. CentralNic is an independent global domain name registry. When you register a ".uk.com" domain you are also entering into a contract with CentralNic and you agree to their Terms & Conditions which are available at www.centralnic.com

11.2.4 Datanet manages ".com" domains subject to Domainbox's Terms & Conditions. When you register a ".com" domain you are also entering into a contract with www.domainbox.com and you agree to their Terms & Conditions.

11.2.5 Domain names are registered for a minimum of one year and will be automatically renewed until you advise us in writing that you wish to cancel.

11.2.6 Confirmation that domain names have been successfully registered will be in the form of an email, you should not assume that registration has been successful until you receive confirmation.

11.2.7 It is your responsibility to ensure that domain names registered for you do not infringe the rights of any third party and you agree to indemnify Datanet in respect of any such infringements.

11.3 Shared Web Space (this service is being retired and will become End of Life)

Shared web site hosting services are suitable for an SME business with simple web hosting requirements to benefit from the shared hosting platform. The functionality and flexibility of the platform is limited as it has to serve basic requirements of multiple customers in a "secure from each other" fashion, such shared services are also subject to usage level and space charges.