

## **Website Development Frequently Asked Questions**

Note: Default language used here will be English, as we will be using Indian Engineers to keep the cost as low as possible with highest available quality. If you need a different language, translation cost needs to be borne by the customer. Please contact us for details.

### **What are the services you will provide us?**

We can provide you the complete web services, including (1) Designing, (2) implementing (3) Hosting and Domain Name registration (including \*.jp) (4) Hosting e-mail Services (5) Hosting Database application on MySQL (6) creating forms (7) Hosting 128 bit SSL secured chat services (8) PHP scripting (9) FrontPage Servlets (10) SSL Security (11) Fixed IP address (12) Secure FTP (13) E-commerce etc. All of the services cost differently, so that you can pick and choose, to justify your need.

### **How much will you charge us for designing our website?**

We will charge you starting from as low as USD \$100 to start with. Each additional page will be charged at USD 15 (except forms creations). So, if you want to have 4 page website, it will start from USD \$(100+4x15) =USD \$160. Please contact us for details.

### **Do you have any templates available with you, which I can look at before ordering for our own?**

Please visit our website at [http://www.hexcodetechnologies.com/website\\_development.htm](http://www.hexcodetechnologies.com/website_development.htm) and look for our collection of templates for your use.

### **What are the other benefits of hosting the website with you?**

Yes, that's a good question. We support sub domain names for free like, if you have a domain name as [www.xyz.com](http://www.xyz.com), we can get you another domain name as [ftp.xyz.com](http://ftp.xyz.com) or so, as many as you like. It only needs to be unique for your domain. All these cost you nominally. Please talk to us for details.

### **Who will take the backup of my website and maintain it?**

We will do it for you. Maintaining the website is free. But changes there are not free. The backup will be taken daily.

### **What if I want to have a secured access to some portion of it, like using 'username' and 'password'?**

Yes, that is also possible. The feature comes free. Activation charge is nominal.

### **How much will you charge for hosting our site and Domain registration?**

For hosting your site for 12 months, with 4096 MB of space 20 e-mail accounts, scope of hosting 5 different MySQL database (database creation not included), and Domain registration, we will charge you USD 250 (one time) only if you give us the contract for developing your website and its maintenance as well. Your maximum data transmission per month can not exceed 100 GB. If you want independent hosting, please contact us for more details.

**What is the benefit of having a form in my website?**

Your customers can contact you, filling out that form. You will get an e-mail automatically, once your customers submit their forms. Your e-mail will contain all the details that you want to know, and want the customer to write for you. This way you can reach your customer faster. They do not need you to be working at the time, when they are looking at your website.

**Well, that's GREAT. But how much will you charge for this form on my website?**

Since the forms can be very complicated from simple ones, we start with USD 50 for one simple form. If it's a bit complicated or bigger than our standard size, the charges will be higher, depending on the number of hours our engineers need to put in @ USD\$15 per hour of their effort.

**Does your server will scan mails for virus, spam etc.?**

Yes, certainly. We do virus scanning and run anti-spam tools.

**Can I access my mails without using Outlook or Eudora or any other pop3 clients?**

Yes, you can. You will have access to our web mail feature available for you, where you can simply use a browser to access your e-mails and attached calendar. It has one address book as well, for you to customize and use.

**Do you offer any sort of Catch all/E-mail forwarding services?**

Yes, we do.

**Hey, wait, what is catch all/E-mail forwarding services?**

Create E-mail accounts that automatically forward mail to another account. For instance you could have your E-mail forwarded to a Hotmail address, or create a virtual address to avoid spam. You can also use this feature to ensure that E-mail gets through even if the address has been misspelled.

**Can you host only e-mail services for us?**

Unfortunately 'No'. You can possibly hire the website space for yourself and use only the mail portion of it. However, we do not recommend it.

**Do I have to purchase MySQL Database, if I want to use it?**

Fortunately, it's a 'free' database and you do not need to pay any license fee for it at the current stage. However, you need to pay for the database design services, for our engineers' time and effort.

**Which version of MySQL is being used?**

The MySQL Database version that we use here is 4.1.

**Will you build my database, as per my requirement?**

Of course we will. Our engineers will get in touch with you, understand your stuffs and create the database as per your requirement.

**Hmmm, that's pretty encouraging! How much will you charge for this?**

This again depends. Creating a database will not cost you much, whereas making a web form in PHP as per your requirement will do.

**Can I host a message board or forum on my website?**

Yes, sir. You can host one message board or forum, per website. Again, while the service does not need any running cost, but activation does cost you a bit (as we will need our engineers to work for you). Please ask us for details.

**Well, do you work to improve the search engine ranking?**

Yes, we do. Please talk to us, for more details on it, as it might also needs you to change the content to suit the search engine ranking stuff.

**What is your e-commerce offering?**

We work with eCommerce product for our website e-commerce cart issue. Please contact us at [sales@hexcodetechnologies.com](mailto:sales@hexcodetechnologies.com) for details.