



nVISION

Web Site Hosting

Specifications and Rates

Version 3.0

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Web Site Hosting

1. Server infrastructure & backbone

- Direct and redundant national/international Internet/backbone connections and peering:



- Fully redundant hardware infrastructure
- High-end fallback system for core services (web, email)
- High performance Firewall protection
- Server rooms: guarded access by security personnel 24/24h
- Backup server – 24h backup procedure
- Distant Monitoring 24/24h (Web, FTP, MySQL, Ping)
- Physical Servers and Virtual Machine
- Uninterrupted Power Supply (UPS)
- ARGON fire-extinguishing system

2. Services

- Email: Webmail, Email Accounts, Forward, Out of office, Mail relay/Catchall Accounts, Mailchimp/Campaign monitor
- Domain & Mail Administration Interface
- Web and email Backup day to day
- Monitoring (email / SMS)
- FTP / Database Access
- Helpline (Phone and E-mail)
- SSL

3. Packages and prices

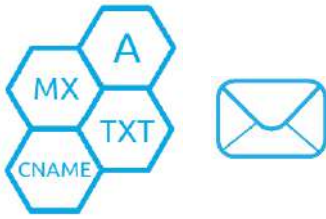
	PACKAGE EMAIL-ONLY	PACKAGE SMALL	PACKAGE MEDIUM
FTP Access 24/24h	No Website	✓	✓
E-mails (+unlimited aliases) *	5	10	20
E-mail Account(s) Total Size	5 GB	10 GB	20 GB
Web Storage Space	No Website	10 GB	20 GB
WebMail	✓	✓	✓
Anti Spam	✓	✓	✓
Backup (Email + Web + BDD)**	✓	✓	✓
Database	1	2	3
Total traffic included (limit per month)	500 MB	2 GB	2 GB
Administration Interface	✓	✓	✓
Support tickets (by phone or e-mail – per year)***	4	8	12
Unique Domain Name(s) included****	1	3	5
Cost / Month	16,66 €	33,33 €	50 €
COST / YEAR	200 €	400 € (OR 300€ WITHOUT EMAIL)	600 € (OR 500€ WITHOUT EMAIL)

* All packages are available without email services; see options.

** Backup: 1/day, 1/week, 1/month, 1/year – up to 7 weeks of history

*** Above these limits, Nvision reserves the right to invoice e-mail and phone support at applicable rates (15 minutes intervals of hourly on-site support rate, see below)

**** Domain name registration fee not included, see below.



Domain/Email Site Manager Access

- Manage e-mail accounts @yourdomain.lu: add, delete, modify
- Configure auto-responders (out of office, holidays etc.)
- Manage DNS Records

Free



Package FTP

- 10 GB storage
- 10 GB traffic (limit per month)
- 12 support tickets (by phone or email – per year)
- Custom user accounts with specific permissions available upon request

Price: 50 €/month
(600 € / year)

DOMAIN NAME REGISTRATION

Type : annual cost

Annual price for .eu, .com, .net, org, .biz, .info domains	30 € / year
Annual price for .be, .de, .fr, .es, .co.uk, .nl domains	30 € / year
Annual price for .lu domains	34 € / year

Notes:

- All prices exclude VAT (VAT rate is 17%)
- General terms and conditions apply to all services. A copy can be downloaded here:
<http://www.nvision.lu/bundles/nvisioncore/downloads/cg/CGV-Hosting-v3-5-2016-03-29.pdf>

4. Options

OPTIONS		Type: annual cost
EMAIL – Options		
E-Mail Account	WebMail Access included	20 € / year
E-Mail Account + storage 1GO	WebMail Access included	50 € / year
Mailing list (20 max)	E-mail address forwarding incoming mails to multiple recipients	On demand
Reply Email	Transfer of all e-mail messages to local mail server	50 € / year
WEB – Options		
Hosting configuration additional domain name	www.yourdomain.lu / .com or other	20 € / year
SSL* (HTTPS)	For secure access and / or e-commerce website with online payment	250 € / year
Package “Big storage”	5 GBytes storage in addition to the web storage included in your package	200 € / year
Package “High traffic”	5 GBytes traffic / month in addition to the traffic included in your package	150 € / year
On-site support	E-mail Client configuration, Internet Access, Internet Browser etc.	85 € / hour + 0,50 € / km

* Certificates and installation not included, prices available on request

Notes:

All prices exclude VAT (VAT rate is 17%)

The costs only apply if the services are not included in the selected hosting package.