



e-Volve Internet Services
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[HTTP://EVOLVE.RABATMALTA.COM](http://EVOLVE.RABATMALTA.COM) [HTTP://WWW.MALTAWEB.BIZ](http://WWW.MALTAWEB.BIZ) [HTTP://WWW.RABATMALTA.COM](http://WWW.RABATMALTA.COM)

This document explains the Terms and Conditions for the website services hosted by e-Volve Internet Services. It may be revised by e-Volve Internet Services without any notice. Contact us at **SALES@RABATMALTA.COM** to get the latest copy of this document.

**e-Volve Internet Services
Web Services Portfolio 2009
V3.2**

1st February 2009

Disclaimer:

This document belongs to e-Volve Internet Services and cannot be reproduced by third parties. It may only be used by e-Volve Internet Services and their prospective clients. At no point in this document you will find any cost for services. This information will be provided upon contacting e-Volve Internet Services at sales@rabatmalta.com



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2. Service Contacts

e-Volve Internet Services operates on the Maltese Islands. All reference to telephone, timezones, demographics and standard rates apply to the islands of Malta.

e-Volve Internet Services (+356 7952 9151 / +356 7954 2435)

Support Hours - Phone: 0800hrs – 2100hrs (Mon – Fri) (+356 7952 9151 / +356 7964 2435)
 - Email: 24hrs daily (SALES@RABATMALTA.COM)

Meetings are setup by appointment at your business.



3. Web Hosting

e-Volve Internet Services provides different web hosting services. Our web services are widely used on the internet and security updates are applied to our servers to guarantee a hassle free web hosting. All Websites are setup by e-Volve Internet Services.

Server Side Code allowed technologies are ASP and PHP. Code may be subject to review by e-Volve Internet Services. Should you require the use of a Database, kindly contact e-Volve Internet Services.

Upgrade packages are also available for .NET technologies (1.1 and 2.0).

For information about Backups and restores kindly refer to NOC Services.

There are different types of Hosting Services

- DinoWeb
- Standard Web Hosting
- Special Web Hosting
- Premium Web Hosting

3.1. DinoWeb CMS

DinoWeb is a dynamic web application with a Content Management System. Updates are intended to be carried out by the user; however support hours can be bought from e-Volve Internet Services. For more information about DinoWeb kindly refer to DinoWeb Services or visit [HTTP://WWW.MALTAWEB.BIZ](http://WWW.MALTAWEB.BIZ).

3.2. Website Hosting

Web Hosting is the hosting of web site code developed by e-Volve Internet Services or by 3rd Parties according to our hosting Standards mentioned above.



Website updates are done by e-Volve Internet Services, Content Management System or FTP (optional).

Dinoweb comes with 5Megabytes of Webspace while all Web hosting solutions comes with a 20 Megabytes of Webspace. Additional space may be bought via WebSpace+ Services.

3.3. Bulky Website Hosting

While most of our clients are satisfied with the basic hosting packages, we are able to provide you with a package for bulky website hosting. We provide you with a package customized for high bandwidth utilization requirements that consist of a maximum 300Mb disk space and 1 Gbyte of data transfer every month.



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3.4. US Website Hosting

US Web Hosting provides superior hosting services, with up to 99.99% uptime guarantee, constant monitoring and higher bandwidth capabilities. Basic Package provides HTML and PHP with mySQL solutions and Advanced Packages provide Microsoft Solutions.



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4. WebSpace+

4.1. Bit

e-Volve Internet Services offers blocks of 5Mb of additional space for your Web Hosting solution. Contact e-Volve Internet Services for larger quantities.

4.2. Bulk

Special Bulk packages are available on request.



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5. NOC Services

These NOC Services are not included by default to any other services mentioned in this document and different categories and charges may apply.

5.1. Backups

Dinoweb sites are backed up on a regular basis according to e-Volve Backup Strategy. All website files are backed up according to the same schedule. Backup Guarantee is not included with any web hosting package mentioned above.

Custom backup services are available as per request.

5.2. Restores

Restores are not included in any hosting package. Restores are available only on request subject to agreements and availability.

File and data restore is not always guaranteed unless special verification agreements are in place.

5.3. Archiving

Any data and logs may be available on request on DVD.

5.4. Monitoring

24x7 monitoring tools are available to monitor your site, whether hosted at e-Volve or at any other ISP. This monitoring is setup on servers that located off-shore.



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6. Uploads

6.1. DinoWeb File Manager

DinoWeb includes a Content Management System with a file upload facility.

6.2. FTP (File Transfer)

An ftp is optionally available. You will be provided with a login and password to access your website physical location. Some restrictions apply to the file types accepted for upload, depending on Quotas and Hosting Standards.

7. Visitor Reporting

7.1. Google Web Analytics

Learn how visitors interact with your website and identify the navigational bottlenecks that keep them from completing your conversion goals. Find out how profitable your keywords are across search engines and campaigns. Pinpoint where your best customers come from and which markets are most profitable to you. Google Analytics gives you this and more through easy-to-understand visually enhanced reports.



We will set up your Google Analytics. Dinoweb is Google Analytics ready, however custom websites need change in code. This code is required in every page of your website, and it does not affect the appearance of your website.

There is an administration fee per annum for report setup, customisation and access rights including (2hrs of email and phone support). Google Analytics is currently free of charge and is subject to availability.

7.2. Web Analytics for DinoWeb

DinoWeb is configured to work with Google Web Analytics. Access and setup is optional and is restricted to the standard access provided by e-Volve Internet Services.

7.3. Web Analytics for Web Hosting

Web Hosting Solutions have the option to customize the web site code to use any Page Tracking based Analytics such as Google Web Analytics.

7.4. Web Hosting Logs

Web Hosting Solutions are also provided with 2 years of access logs are available from e-Volve Internet Services in electronic format. FTP packages gives access to Logs automatically. Log Analyses software must be bought separately.



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8. DinoNames and Domain Names

An undefined number of addresses, technically called Domains, may be configured for a DinoWeb (thus DinoNames) and a website.

DinoWeb uses pre-configured, e-Volve Internet Services owned sub domains, and do not require a DinoName. In this case domains are bought to make a DinoWeb easily accessible and more attractive to users. Web Hosting requires a domain bought through e-Volve Internet Services.

Domains are subject to availability and different pricing may apply to different domains.

We will maintain your Web Site Address, Email Exchanger (as per Mail Package) and Name Servers on local and a foreign Name Server.

Additional changes to DNS service will be deducted from additional support.

Domain Name Registration expires within 12 months of purchase, and not when the website is deployed. InterNIC and/or NIC(Malta) will cancel the domain if renewal is not affected before expiry date. e-Volve Internet Services are not liable for loss of domains due to client negligence.

8.1. Domain Hosting

Domain Hosting is an option for customers who maintain their domain registration directly with a registrar. Domain Hosting is done on both local and foreign servers to aid in the performance to resolve a domain name.

8.2. Domain Registration

Domain Registration, that includes Domain Hosting, is the instruction to buy through e-Volve Internet Services any number of domains irrespective on the registrar.

9. Security Certificates

9.1. Server Certificates (SSL)

e-Volve Internet Services offer you 128bit Encrypted Certificates for secure internet traffic between clients and server. Certificates are tightly linked to a domain and thus this only applies to privately owned domains. Certificates are bought from trusted Certificate supplier, however Certificate Authority of own choice may be requested.

9.2. Client Authentication

Other Certificates provide authentication for your email security.



10. Mail Packages

10.1. Basic Email Forwarding

e-Volve Internet Services's basic email provide forwarding to exiting mailboxes (e.g. ISP, gMail or hotmail) for DinoWeb and all traffic to purchased domains, for the exception of Webmaster and Postmaster.

10.2. Email with Anti-Spam

A domain owner may opt to have all his email filtered through Advanced Professional Tools in order to reduce Spam, Viruses and Malware. There is no such a 100% filter however such tools claim to block 95% of all malicious mails. e-Volve Internet Services, together with dedicated 3rd Party Organisations, can offer this service.

10.3. Google Apps Support

Google apps is a 3rd party service from Google Inc. This service provides mail services, including webmail for your domain. Standard Edition is currently free of charge, however this may change in the future. Google also provide Professional Edition at additional cost that is available on request. One of the advantageous of using Google Apps is the powerful Spam filtering technologies used by Google Inc.

As part of Google Apps support, we will configure your domain to use Google Apps services. Google Apps Email administration does not normally require more than 1 hour support per user per year. We provide you with different support packages to help you benefit from using this service.

Other Google Apps services are available on request.



10.4. Professional WebMail, POP 3 and SMTP

This option provides mail boxes for a single or a number of users of a particular domain. Different packages provide different number of licensed mail boxes.

This service is provided by a dedicated 3rd party Organisation and thus does not include e-Volve Internet Service's forwarding tool. Forwarding is available as offered by the same 3rd party Organisation.

10.5. Collaboration

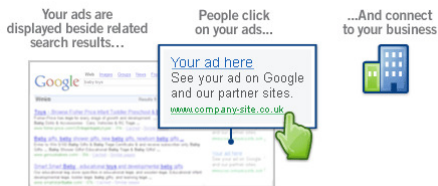
This option provides Webmail, Address Book, Calendar and other collaboration tools for every organization. Address Book is shareable across a domain and different mailbox plans are available.

This service is provided by a dedicated 3rd party Organisation and therefore does not include e-Volve's Internet Service's forwarding tool. Forwarding is available as offered by the same 3rd party Organisation.





11. Customer Marketing



Customer Targeting is a quick and simple way to purchase highly targeted cost-per-click (CPC) or cost-per-impression (CPM) advertising, regardless of your budget. AdWords ads are displayed along with search results on Google, as well as on search and content sites in the growing Google Network, including AOL, EarthLink, HowStuffWorks, & Blogger. With searches on Google and page views on the Google Network each day, your Google

AdWords ads reach a vast audience.

We will be your consultants and manage the AdWords Programme for your Website. You choose keywords for which your ad will appear and specify the maximum amount you are willing to pay for each click. You only pay when someone clicks on your ad. To save you even more money, our AdWords Discounter automatically reduces the actual CPC that you pay to the lowest cost needed to maintain your ad's position on the results page.

You choose the exact Google Network content sites where your ad will run and specify the maximum amount you are willing to pay for each thousand page views on that site. You pay whenever someone views your ad, whether the viewer clicks or not. As with keyword-targeted ads, the AdWords Discounter automatically reduces the actual CPM that you pay to the lowest cost needed for your ad to win the placement on that page.

There is a minimum monthly charge with AdWords and an administration fee of 25%, with a minimum charge, of the monthly charged that is included in the fee. The difference goes for your advertisement campaign. Daily budgets start as low as 1 € cent up to whatever limit the advertiser is comfortable spending. Site-targeted ads require a minimum CPM (cost per thousand impressions) price of €0.25, or the local currency rate, per 1000 impressions.

A monthly report is emailed to you. Any outstanding balance will be carried forward to the next month and you only pay the difference on the coming month. Refunds are not available but are converted to campaign credits.



12. Web Development



12.1. DinoWeb

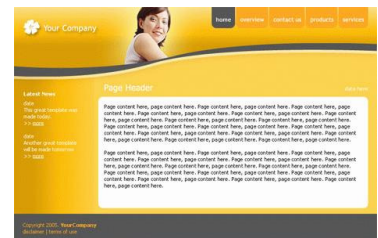
DinoWeb is an application written by e-Volve Internet Services that provides the necessary tools for a user to create and maintain a website without the need to know technical details. The interface is similar to a web mail interface, such as Gmail or Hotmail. Visit [HTTP://WWW.EASYDINO.COM](http://www.easydino.com) for more information.

12.2. Web Site Development

e-Volve Internet Services use the latest technologies to provide you with a Value for Money Package Website. You tell us about your business, and about your budget.

We keep both your business and your clients in mind while designing your website and present all the relative information in a clear way.

Web Sites are built upon e-Volve Internet Services hosting standards.



12.3. Web Design

We will provide you with in-house design for your website and also provide customization to pre-designed website graphics.

12.4. Web Applications

Web Applications provide dynamic content to your web site visitors through the use of a Database. A web application can be website related or directly related to your business. The complexity and limitations of a web application is directly related to your budget, hardware and technical solutions.

Web Applications are built upon e-Volve Internet Services hosting standards.

12.5. Data Entry for Web Applications

There is no need for to be technical as we are able to provide you with data entry into web applications. This is an ideal service for Small Businesses who do not have the time and skill to enter data on-line. E-Volve provide training staff with fast typing skills to minimise your total cost of data entry.



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13. Support

13.1. Phone Support

Services over €25 come with a number of pre-defined phone and email support.

13.2. Service Support

We provide support to all the above services. You may decide to buy a pre-defined support package or even to pay on time and material basis.

13.3. On-Site Support

Unless otherwise stated, On-site support is not included in the standard packages offered by e-Volve. However on-site support is available at rates.

On-Site support outside the island of Malta may incur extra charges.

13.4. Remote Support

e-Volve is able to help you setup a system to provide you with remote support.

Disclaimer

e-Volve Internet Services provides you the above services at standard rates. Other internet related services may be provided on request.

Proprietary 3rd party services are copyright and subject to terms and conditions.

e-Volve Internet Services are not responsible for loss of information arising from 3rd Party Services, Malicious Attacks and other instances that are beyond service provision control.

You are requested to keep backups of your data, while restores from our backups and 3rd party backups may involve a cost.

e-Volve Internet Services are found at [HTTP://EVOLVE.RABATMALTA.COM](http://EVOLVE.RABATMALTA.COM)



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14. Powered by e-Volve Internet Services

14.1. DinoWeb

- <http://audrey.rabatmalta.com>
- <http://classified.maltaweb.biz>
- <http://crib.rabatmalta.com>
- <http://ecks.rabatmalta.com>
- <http://formula1.maltaweb.biz>
- <http://gabynaudi.maltaweb.biz>
- <http://gonna.maltaweb.biz>
- <http://guzabugeja.maltaweb.biz>
- <http://informatica.easydino.com>
- <http://matthewvassallo.rabatmalta.com>
- <http://michelbugeja.rabatmalta.com>
- <http://property.maltaweb.biz>
- <http://sanpawl.rabatmalta.com>
- <http://search.easydino.com>
- <http://sfarrugia.rabatmalta.com>
- <http://stress.maltaweb.biz>
- <http://suqsew.maltaweb.biz>

14.2. Website Hosting

- <http://www.christalsservices.com>
- <http://www.christianarding.com>
- <http://www.energysourceint.com>
- <http://www.eotechnocom.com>
- <http://www.jeamiklifts.com>
- <http://www.jigamimalta.com>
- <http://www.maltaweb.biz>
- <http://www.marsascalamalta.com>
- <http://www.marsaxlokkfc.net>
- <http://www.myndsolutions.eu>
- <http://www.rabatmalta.com>
- <http://www.stthomasapartments.com>
- <http://www.smartconsultancy.net>
- <http://www.tiles polish.com>

The above list is for reference only and is verified on the date of issue only.