

# Tiers

	Starter	Economy	Deluxe	Ultimate
Websites	1	1	Unlimited	Unlimited
Subdomains	25	25	Unlimited	Unlimited
Storage	30 GB	100 GB	Unlimited	Unlimited
Unmetered bandwidth *2	✓	✓	✓	✓
FTP users	50 *3	50 *3	50 *3	Unlimited
MySQL Databases (1 GB each)	1	10	25	Unlimited
Concurrent connection limit	115	115	115	140
Database backup/restore	✓	✓	✓	✓
Direct database access	✓	✓	✓	✓
Compatible with Website Backup (Paid option)	✓	✓	✓	✓
2X Processing power and memory *7				✓
SSL Certificate				First year free

## Notes:

- \*2 Unmetered bandwidth: We don't limit the amount of bandwidth your site can use as long as it complies with our Hosting Agreement. Should your website bandwidth present a risk to the stability, performance or uptime of our servers, we will notify you via email and you may be required to upgrade, or we may restrict the resources your website is using. It's very rare that a website violates our Hosting Agreement and is typically only seen in sites that use hosting for file sharing or storage.
- \*3 FTP users: 50 (1 primary, 49 additional)
- \*5 cPanel Mailboxes: All cPanel plans allow POP 3 accounts, SMTP and IMAP. The mailbox quota counts towards the hosting account's Disk Space usage.
- \*7 2X Processing power and memory: Available resources:
  - Ultimate Plan 2 CPUs, 1 GB RAM, 125 Entry processes
  - Economy & Deluxe 1 CPU, 512 MB RAM, 100 Entry processes.

# Qualifying

## ✓ Needs a content management application

Install top apps including WordPress, Drupal, Joomla and more with just one click.

## ✓ Which platform do I need?

Choosing between Windows and Linux will depend on which application/software was used, or will be used, to build your site(s).

## cPanel

### MySQL database

Customers can create MySQL databases quickly in cPanel and connect to them remotely or import them through built in tools like PHPMyAdmin.

### Building Site

- HTML
- PHP

## Plesk

### MSSQL database

Customers can create MSSQL databases quickly in Plesk.

### Building Site

- ASP
- ASP.NET

## SSL hosting compatibility

- You may only install a certificate on the primary domain on the 4GH Hosting – add-on domains can be covered by a UCC SSL certificate.
- UCC and Wildcard SSL certificates cannot be shared between Shared Hosting plans.
- When setting up an SSL certificate to Shared Hosting, the drop-down will only display paid plans that are not pending any changes.

## | Consulting

### Should I offer Hosting or Managed WordPress?

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- ✓ ★ Are you familiar with setting up a web hosting environment?

- ✓ Yes

#### Offer Web Hosting

- ★ It's easy to install WP on web hosting (just a click), but interacting with a control panel (cPanel) can be intimidating.
- ★ Are you going to use cPanel?
- ★ How many websites do you need to host?
- ★ How important is security to you?
  - These last two questions will determine the tier that a customer needs, if its multiple sites they'll either need Deluxe or Ultimate. If they only need one site, Economy may be sufficient, unless security is important, then the customer could still get Ultimate for the free SSL.

- ✓ No

#### Offer Managed WordPress

- ★ MWP handles the setup and launches you directly into WP-admin to start building your site – no confusing extra control panel to deal with.

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▼ ★ Do you want full control of your hosting?

▼ Yes

### Offer Web Hosting

- ★ With cPanel, you can manage the domain, DNS, setup, backups, speed optimization, security, log files – all through the control panel.
- ★ Are you going to use cPanel?
- ★ How many websites do you need to host?
- ★ How important is security to you?
  - These last two questions will determine the tier that a customer needs, if its multiple sites they'll either need Deluxe or Ultimate. If they only need one site, Economy may be sufficient, unless security is important, then the customer could still get Ultimate for the free SSL.

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▼ No

### Offer Managed WordPress

- ★ There's no access to a hosting control panel since we handle the hosting tasks. You launch directly into WordPress to build your site.

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▼ ★ Do you have time to manage software and security updates?

Software updates allow you access to new features and close security vulnerabilities found in WordPress. It's important to keep WordPress on the latest version.

▼ Yes

### Offer Web Hosting

- ★ If a site includes plugins or has modifications not compatible with the latest version, then automatic updates may break the site. Those users need web hosting so they can manually choose when to update and test their site.
- ★ Are you going to use cPanel?
- ★ How many websites do you need to host?
- ★ How important is security to you?
  - These last two questions will determine the tier that a customer needs, if its multiple sites they'll either need Deluxe or Ultimate. If they only need one site, Economy may be sufficient, unless security is important, then the customer could still get Ultimate for the free SSL.

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▼ No

### Offer Managed WordPress

- ★ MWP Updates WordPress automatically. Web hosting allows a manual update option.

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▼ ★ Are you comfortable installing plugins to make WordPress faster and more secure?

▼ Yes

### Offer Web Hosting

- ★ Our hosting allows advanced users full control over their hosting environment. This generic hosting platform lets the user install just about any app they want.

▼ No

### Offer Managed WordPress

- ★ MWP does it all for you. Our hosting servers are optimized for speed with added security specifically for WordPress.

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▼ ★ Do you need to handle large traffic spikes?

▼ Yes

### Offer Managed WordPress

- ★ Built specifically to scale resources for large traffic spikes. An independent test revealed MWP easily handled over 2,000 concurrent connections. cPanel hosting is set to max out at 250.

▼ No

### Offer Web Hosting

- ★ Our hosting offers unlimited bandwidth, but does restrict the number of visitors you can have on your site at the same time (concurrent connections aka Entry Processes). This ensures "a good neighbor" policy; it keeps other sites on the same server from hogging all the resources and slowing everyone's site down.
- ★ Are you going to use cPanel?
- ★ How many websites do you need to host?
- ★ How important is security to you?
  - These last two questions will determine the tier that a customer needs, if its multiple sites they'll either need Deluxe or Ultimate. If they only need one site, Economy may be sufficient, unless security is important, then the customer could still get Ultimate for the free SSL.

## Should I offer cPanel or Plesk Hosting?

- ★ Have you used cPanel or Plesk before? Are you familiar with Plesk?

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▼ ★ Do you need MSSQL?

- **Yes:** Transition into consulting towards Plesk Hosting
- **No:** Continue consulting towards cPanel Hosting

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▼ ★ Do you need ASP?

- **Yes:** Transition into consulting towards Plesk Hosting
- **No:** Continue consulting towards cPanel Hosting

## Which plan do I need?

### Starter

- You want to host site(s) for a single domain, and up to 25 subdomains.
- You need up to 1 MySQL databases.
- Need up to 10 email accounts, and 100 MB of email storage per account (cPanel email).

### Economy

- You want to host site(s) for a single domain, and up to 25 subdomains.
- You need up to 10 MySQL databases, or 1 MSSQL database.
- Need up to 100 email accounts, and 100 MB of email storage per account (cPanel email).

### Deluxe

- You want to host multiple domains/websites.
- Need no more than 25 MySQL databases, or 2 MSSQL databases.
- Need up to 500 email accounts, and 500 MB of email storage per account (cPanel email).

### Ultimate

- You want to host multiple domains/websites.
- You need 'unlimited' MySQL and MSSQL databases.
- Need up to 1000 email accounts, and 1 GB of email storage per account (cPanel email).
- Free 1-Year Standard SSL

## | Personalization

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▼ Web Developer

As you develop sites for clients, I'm sure reliability is important to you. Our shared hosting platforms have not only industry-leading page load times, but also come with a 99.9% uptime guarantee.

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▼ Photographer

It's important when you have high quality pictures to display that you can count on your hosting space to load quickly. With our shared hosting, we have industry-leading page load times, so your visitors can admire your work without interruption. And with one-

click installs and updates of some of the best content management systems, like WordPress, all you have to do is make your site beautiful, not worry about the technicalities of managing a site.

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#### ▼ Realtor

With our high uptime guarantee (99.9%), and industry-leading load times, you can rest easy knowing that your site will be up and working for you even when you're driving between showings.

## | Benefits

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#### ▼ cPanel

Access all the hosting features and settings you need with this industry-standard control panel.

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#### ▼ CloudLinux

Keep your site online with truly balanced CPU, RAM and Disk IO limits.

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#### ▼ Resources On-Demand

If you need more power, you can level up your CPU, RAM, Entry Processes and I/O with just a click.

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#### ▼ CageFS

Protect your Web content 24/7 with this virtualized file system.

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#### ▼ MySQL

Create rich database content with industry standard open source tools.

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#### ▼ Free Applications

Instantly install over 200 applications on your website with just a few clicks.

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#### ▼ Award-Winning Security

It's hard to believe anyone would want to harm your porcelain figurines website, but they do. Thankfully, our security team is on the job 24/7 to meticulously monitor, thwart

suspicious activity and deflect DDoS attacks.

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▼ 1-Click Setup

Get your website up and running quickly.

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▼ Ultimate Hosting Plan

Get more for your money and choose the Ultimate Plan! 2X Processing Power & Memory, 1 year Standard SSL Certificate.

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▼ Backup and Restore

Daily automated backups are available via cPanel. If you need to restore your site, you can revert back to a previous locally-stored version.

## | Overcoming Objections

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▼ I don't want to migrate my content

No worries, we actually offer multiple options when it comes to moving content, you can purchase a content migration for Linux and we will do all the work for you, or if it is an application, Installatron has an auto migration tool for cPanel.

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▼ I can't afford another hosting account

Cost is certainly a valid concern, have you taken a look at the industry rates? Our new hosting account cost is cheaper than most renewal costs.

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▼ I don't want to learn something new

Let me ask you this: were you comfortable in one of our legacy environments?

- Yes – Great! It won't take long at all to get familiar with cPanel and it will also save you a huge headache further down the road.
- No – The good news is that once you start using this cPanel interface, you won't have to re-learn anything else for a very long time because what you'll be getting today is brand new.

# | General questions

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## ▼ How does cPanel Hosting work?

Once you purchase a cPanel Hosting plan, we store your site on one of our servers and assigns it a unique DNS. The DNS serves as the address that allows people around the world to find and view your website. This unique address is required in order for people to view your site.

By purchasing a website hosting package, you're basically buying space on one of our servers. It's similar to the space on a computer's hard drive, but the server allows your website's files to be accessed from anywhere.

For more information on cPanel Hosting, visit our [Linux Hosting \(cPanel\)](#).

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## ▼ What can I use to build my website?

You can build your website in several different ways – from hand-coding with HTML to using a website builder program.

If you require a lot of functionality and versatility from your website, you'll benefit from programs and applications that can help you build your site. Our Web hosting plans give you access to free, server-side applications that can be used to develop and customize your website, including popular Content Management System (CMS) applications like WordPress® and Joomla!®.

We try to make building your website as simple as possible. If you prefer to use popular Web design software such as Adobe Dreamweaver, Microsoft Expression, and Apple iWeb, you can easily upload your files to your hosting account.

For more information cPanel applications, see [Install Applications through your Control Panel](#).

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## ▼ How do I transfer my web pages to your server?

If you've built your website in a HTML editor, like Dreamweaver or Microsoft Expression Studio, you have to upload your website files via FTP (File Transfer Protocol). We have a built-in FTP File Manager that you can access in our Hosting Control Center.

However, if your files are larger than 20 MB, we recommend using the tool FileZilla, which works with Windows, Mac, and Linux operating systems, or another third-party FTP client.

For more information, see [Uploading Files to Your Website \(FTP\)](#).

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## ▼ If I already have a website, can I transfer it to your Web Hosting?

Moving your website to us is a simple process. If you have access to your existing website files, you can upload them through our Hosting Control Center or via an FTP client. If you don't have a current copy of your website, you should be able to request one from your current website hosting provider.

For more information, see [Transferring Your Hosting Account](#).



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▼ Can I host multiple domain names with my Hosting account?

Our Deluxe and Ultimate plans can host multiple websites. You can also use these plans to set up various names (aliases) for your site and direct visitors to specific pages. With the Hosting Control Center, you can also change the primary domain on your account, remove domains or move them from your account to another.

For more information, see [Managing Your Hosting Account Domains](#).