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Dedicated Server FAQ

Who Is HostDrive.Com?

HostDrive.Com is the Web Hosting, Dedicated Server, and Colocation division of Bella Mia, Inc. Bella Mia, Inc. started in 1997, is an Internet - Telecommunications company that provides a wide range of internet related technical offerings.

How long does it take to set up my server?

Our typical lead time is 1-3 business days (not including weekends). Most times however we can do this sooner; many times same day. It depends on what you order and when you ordered it. For some more custom applications, lead time may vary more or less.

What kind of connection do you have to the Internet?

HostDrive.Com's network infrastructure consists of multiple Fiber & GiGE connections to the Internet Backbone. We are directly connected to several Tier One Backbone Providers; Time Warner, & COGENT. Our network is powered by 7200 & 7500 series Cisco Routers running the BGP4(Border Gateway Protocol) for redundancy. We do load balancing to insure all traffic is equally balanced among the networks we are connected to.

Will HostDrive.Com manage my new server?

No. You will need to manage your own server. If you have questions or support needs not related to managing your server, you can contact HostDrive.Com's Technical Support Staff who will be ready to help.

How is my server secured?

HostDrive.Com's data center is under constant surveillance during manned hours of operation and monitored via Broadview Security after hours. Our data center include fully redundant and diverse connections to the Internet backbone through multiple connections to each of our providers.

HostDrive.Com's data center is under constant watch by our dedicated systems and network engineering team members who work together to ensure smooth and hassle-free 24x7 operation of our customers' sites.

Who is responsible for handling hardware components if they fail?

HostDrive.Com is responsible for all of your hardware. In the event of malfunction or failure, we will replace them at no cost to you. All our servers are guaranteed for life!

Does HostDrive.Com monitor my server?

HostDrive.Com's systems monitor your server 24 hours a day, via PageSentry and our advance paging system. Our Technical Staff are notified immediately in the event of problems. We have auto-reboot systems in place to restart your server in the event of a crash. On call technicians are available 24/7 to reboot your server in the event of an emergency.

Are there any bandwidth limitations?

The amount of bandwidth available to you depends upon your initial server customization selections. If you anticipate needing additional bandwidth, you can request this by contacting us at sales@hostdrive.com

Does my server have a control panel?

All of our dedicated servers come installed with linux. If you require a control panel we can install any free control panel like Webmin at no additional charge. You may choose to optionally have us install either cPanel or DirectAdmin, both of which will require an additional monthly charge and or setup fee.

Does HostDrive.Com provide backup services?

There are a number of backup solutions available to you. For more information on these services, please contact our sales team.

Can I manage my own DNS information and records?

HostDrive.Com's dedicated servers include BIND and a DNS Manager that makes it simple for you to set up multiple DNS zones and to create and manage individual resource records for each zone. However if you require us to do your DNS, we do provide Primary and Secondary DNS absolutely FREE!!!

What Control Panels do you offer?

We do not offer control panels with our servers by default. However you are free to either bring your own, or we can install the Control Panel of your choice at an extra charge. We can also provide you with WebMin for free. For details and pricing on cPanel addons, please contact our sales department.

What are your regular business hours?

Our offices are open Monday through Friday from 9AM to 5PM, excluding holidays. Data Center hours are the same. Special access or after hours access may be granted by appointment only. Emergency access is available as well. We have after hours paging/numbers available to our customers upon request.

My local ISP offers the same service. Why should I use HostDrive.Com?

Does your ISP know the first thing about Dedicated Servers? That's our specialty.

Consider, also: does your ISP offer any of the added benefits which HostDrive.Com can provide?

- * Full-time UPS (Uninterrupted Power Supply);
- * IP addresses and DNS services (for multiple domain hosting)
- * weekly or monthly backups of your server
- * multiple redundant connections to the Internet
- * unlimited access to your server (absolutely no connection charges)
- * 24 hour/365 day technical support
- * a climate controlled environment
- * crisis verification and notification
- * (if your server goes down you and our technical support staff will be automatically notified).
- * Real time web based traffic utilization graphs.

For the increased value added benefits which Bella Mia offers with its Dedicated Services, there is no comparison.

Are there other server guidelines I should be aware of?

In order to properly deliver HostDrive.Com's full suite of managed products and services, HostDrive.Com's Technical Staff requires continuous administrative access to dedicated servers. You should ensure that while working with your server that you do not interrupt HostDrive.Com's anonymous SSH or Terminal Service access to your server. If this connection is disrupted, HostDrive.Com may not be able to properly manage and maintain your server.

Because of the complexity of server configurations, HostDrive.Com requests that you keep good records of work performed by you or those whom you have granted access to your system. Should any problems arise and you require our assistance, maintaining a good history of the server will enable HostDrive.Com technicians to better troubleshoot and repair problems. We strongly recommend you maintain a text file that lists the date and description of modifications to your system. You should place these files in the following locations:

Linux Servers: `/var/logs/HostDrive.Com/servicelog.txt`
BSD Servers: `/var/logs/HostDrive.Com/servicelog.txt`

If you have any other questions or require some other special attention with regards to your servers shipping, please call us at 888-576-5594 Thank you!

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