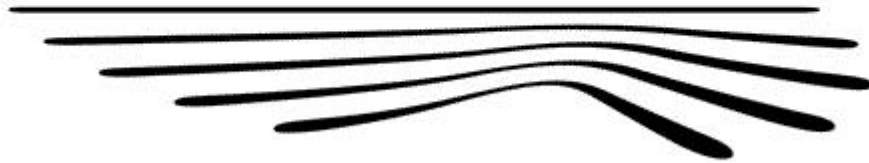


LIGHTYEARSM



Lightyear SmartWeb Hosting Product Manual

Lightyear SmartWeb Shared Web Hosting
Lightyear SmartWeb Dedicated Web Hosting
Lightyear SmartWeb Web Server Collocation

**Date:
April 1, 2001**

Lightyear SmartWeb Hosting Product Manual

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Product Overview

Lightyear Web Hosting Products – Lightyear Smartweb

Lightyear offers several web service options within the Lightyear SmartStream Family of Products. Generally, Lightyear SmartWeb may be regarded as only offered in On-net cities. Actually, since web hosting and web server collocation are done at Lightyear facilities in Louisville, Kentucky, Lightyear SmartWeb can be sold in Off-net as well as On-net markets. Lightyear offers two premium products to help customers create a presence on the Web:

Web Hosting

Web Hosting server space is provided by Lightyear for customers to put information on the Internet. We offer several options to meet our customers' varying needs. Product levels are determined by website activity and size. Products include Lightyear SmartWeb Shared and Dedicated Web Hosting with various options.

Web Server Collocation

For larger applications, Lightyear offers rack space, power supply, and Ethernet connections for customers seeking to locate their web servers in Lightyear's secure, fault-tolerant, controlled, environment. Web server collocation options significantly vary based on customers' applications and designs. We take pride in the flexibility we offer customers to best meet their specific needs. Servers' physical requirements determine pricing.

Benefits of an Internet Presence

The Internet enables organizations to cost-effectively gather information about their customers and suppliers, connect to partners for collaborative projects, access pertinent business information and much more.

Having a presence on the Internet allows organizations to provide detailed and current product information to customers. A company can take orders, announce new products, and improve customer service quality.

Whether customers need web hosting for a one or two-page informational website or rack space for a full-scale self-managed web server, Lightyear has a solution.

Product Benefits

Lightyear SmartWeb's Web Hosting Benefits

Lightyear SmartWeb Web Hosting permits the creation of an Internet presence with fast, reliable service.

- **Network:** Our high capacity ATM backbone is a pipeline to the Internet, meaning faster Internet connections and easier data transmission. Data maintenance in a secure, fault-tolerant, and redundant environment as well as 24/7 proactive network monitoring ensures accessibility to Lightyear customer sites.
- **Hardware:** Lightyear's network of Sun, Windows 2000, and Cobalt Web Servers ensures that users can connect to Lightyear customer sites quickly and easily. The servers are configured for back-up recovery and load balancing. We also utilize an emergency power supply so natural disasters will not lock out global users.
- **Support:** Lightyear recognizes the importance of a knowledgeable, accessible technical support staff. All levels of our web products include Technical Support. Our experienced and professional staff is available 24/7.
- **Environment:** Lightyear's Technology Center has constant environmental monitoring and HVAC climate control. This environment is also secure with only authorized personnel permitted via key cards. Also, as mentioned earlier, even though our web servers are housed in Louisville, Kentucky (an area with a relatively low level of natural disasters), Lightyear's facilities offer Uninterrupted Power Supply (UPS) protection as well as diesel backup (2Q2001).





Lightyear SmartWeb's Web Server Collocation Benefits

Web Server Collocation offers Lightyear customers the opportunity to plug-in to the benefits of Lightyear's technology and customer support, by allowing customers to locate their web servers on Lightyear's premise. Customers benefit from:

Redundant Network Connections

Customers' web servers are linked to Lightyear's fully redundant DS3 Internet connection providing reliable and fast access.

Environmental Controls

Lightyear utilizes an environmentally controlled Network Operation Center (NOC). A separate air conditioning system keeps the NOC a cool at 68 degrees Fahrenheit all day, every day.

Power Redundancy

Lightyear utilizes an Uninterrupted Power Supply (UPS) with a special dedicated feed from our electrical supplier, separate from our building power. Lightyear also features diesel power backup (2Q2001) which is a renewable power source lasting indefinitely in the event of an electrical outage.

Traffic Monitoring

Lightyear keeps customers abreast of all data traffic on their servers by providing weekly reports via e-mail.

24/7 Backbone Support

Lightyear provides this service at no additional cost. We ensure our customers have an Internet connection.

Secure Environment

Lightyear's System Sensitive Areas (Server Room, NOC, and Wiring Closet) are access code entry only. Only authorized personnel have access to these areas to protect customers' information and equipment.

Product Definitions and Specifications

Lightyear SmartWeb Web Hosting Product Information

Lightyear recognizes that our customers' needs differ, so we provide several SmartWeb Web Hosting options.

Lightyear SmartWeb Shared Web Hosting

Specifications:

Shared Web Hosting is a simple and inexpensive commercial offering that resides on Sun or Windows 2000 web servers "sharing" resources with other web customers. Lightyear SmartWeb shared web hosting comes in two packages:

Lightyear SmartWeb Basic	Lightyear SmartWeb Advanced
<ul style="list-style-type: none"> • 20 MB Storage • 20 Email Accounts Included 	<ul style="list-style-type: none"> • 100 MB Storage • 20 Email Accounts Included • Verisign Services Available (see below)
<ul style="list-style-type: none"> • Both options connect directly to Lightyear's High Capacity ATM Backbone. 	
<ul style="list-style-type: none"> • SmartWeb Basic comes with every Lightyear SmartStream bundle order. 	
<ul style="list-style-type: none"> • See Online Pricing Guide for current pricing. 	

Components:

- 1 GB file transfer per month.
- Primary and/or Secondary DNS (up to 2 domains with standard service).
- CGI-bin supported for stock and most custom (customer supplied) scripts.
- CGI library supplied for implementation of CGI.
- Custom email (user@companyname.com) – Requires Domain Name Registration.
- Support for Active Server Pages, FrontPage, and Cold Fusion.

Features:

- “Control Panel” (Web interface for customers to view graphical statistics).
- Redundant Network Connections.
- Environmental Monitoring / HVAC Climate Control.
- Power Redundancy: UPS Protection and Diesel Generator Backup (2Q2001).
- Traffic Monitoring.
- 24/7 Support Mechanisms.
- Secure Environment.
- Unix or Windows 2000 platform supported.

Restrictions:

- As with all Lightyear services, customers must agree to the Acceptable Use Policy (AUP), see Lightyear SmartStream Terms and Conditions for more detail.
- Under no circumstance will Lightyear provide Web Development Consultation.
- Any work or consultation beyond basic administration will be billed at the standard Advanced Administration rate. Minimum 30-minute charge applied for each occurrence.
- Subscription-based Internet Service Providers are not eligible to take advantage of this standardized service for business.
- Web hosting requires that Lightyear provide at least primary DNS.

Available Service Options (See Online Pricing Guide for Current Prices):

- Additional Storage: 5MB increments.
- Additional Data Transfer: 1GB increments.
- Additional Domain Names Setup: \$75 each (*Customer will be billed the standard registration fee required of the Domain Name Registrar.*)
- Dotster.com DNS registration: \$20 per year with no MRC.
- Data Recovery: Hourly rate, 30-minute minimum.
- Verisign Security Key service (available only with Lightyear SmartWeb Advanced):
 - Provides intranets, extranets, or any security-focused Web site requires SSL certificates and Web site solutions, Secure Site Services provide the authentication and encryption power with additional features. See <http://www.verisign.com/products/site/pricing.html> for more information.
 - *Secure Site* (40-bit SSL)
 - *Secure Site Pro* (128-bit SSL)
- Standalone Shared Web Hosting includes 20 Email boxes for both Shared Web Hosting options. Additional email boxes may be purchased in blocks of 20. Also, additional single email boxes can be purchased. See Lightyear SmartMail section for details.
- MS-SQL service available for Microsoft Windows 2000-hosted customers. (100 MB of storage.): MRC & NRC.

Lightyear SmartWeb Dedicated Web Hosting

Specifications/Components:

- For customers that require web server resources devoted to their particular application, we offer three Dedicated Web Hosting Packages which include the lease and maintenance of a Cobalt Web Server by Sun Microsystems.
- Connection to a 10/100Meg Switched Ethernet Port.
- 10 GB of Data Transfer per Month.

<ul style="list-style-type: none"> • Lightyear SmartWeb Standard: <ul style="list-style-type: none"> ○ Lease of a Cobalt RaQ3 (P/N R396C0GIU) Web Server ○ Server Base Memory: 64MB DRAM ○ Hard Drive Space: 13GB
<ul style="list-style-type: none"> • Lightyear SmartWeb Plus: <ul style="list-style-type: none"> ○ Lease of a Cobalt RaQ3 (P/N R39GE2GIU) Web Server ○ Server Base Memory: 128MB DRAM ○ Hard Drive Space: 15.2GB
<ul style="list-style-type: none"> • Lightyear SmartWeb Premium: <ul style="list-style-type: none"> ○ Lease of a Cobalt RaQ4 (P/N R46GJ4GIU) Web Server ○ Server Base Memory: 256MB DRAM ○ Hard Drive Space: 20GB

Features:

- Primary and/or Secondary DNS (up to 6 domains with standard service).
- Web Based Remote Administration Tools built into the Cobalt Servers.
- Web Activity Reporting.
- Redundant Network Connections.
- Environmental Monitoring / HVAC Climate Control.
- Power Redundancy: UPS Protection and Diesel Generator Backup (2Q2001).
- Traffic Monitoring.
- Secure Environment.
- 24/7 Support Mechanisms.
- SLG: 99.9% Network Availability and 99.9% Power Availability.

Restrictions:

- As with all Lightyear services, customers must agree to the Acceptable Use Policy (AUP), see Lightyear SmartStream Terms and Conditions for more detail.
- Any work or consultation beyond basic administration will be billed at the standard Advanced Administration rate. Minimum 30-minute charge applied for each occurrence.
- Subscription based Internet Service Providers are not eligible to take advantage of this standardized service for business.
- Web hosting requires that Lightyear provide at least primary DNS.
- Linux-based only.

Service Pricing:

- See Online Pricing Guide.

Available Service Options (See Online Pricing Guide for Current Prices):

- Additional Data Transfer: 1GB increments.
- Additional Domain Names Setup: \$75 each (*Customer will be billed the standard registration fee required of the Domain Name Registrar.*)
- Dotster.com DNS registration: \$20 per year with no MRC.
- Verisign Security Key service:
 - Provides intranets, extranets, or any security-focused Web site requires SSL certificates and Web site solutions, Secure Site Services provide the authentication and encryption power with additional features. See <http://www.verisign.com/products/site/pricing.html> for more information.
 - *Secure Site* (40-bit SSL).
 - *Secure Site Pro* (128-bit SSL).
- Advanced Server Administration (includes Data Recovery): Hourly rate, 30-minute minimum.
- Scheduled Data Backups: Month rate.
- Email: Dedicated Web Hosting Service does not include email as part of the service. However, email service may be purchased as an add-on with email box blocks (customers can add additional single email boxes to email blocks as needed). See Lightyear SmartMail section for details.
- Legato Software license: NRC.

Lightyear SmartWeb Web Server Collocation Product Information

Locating a web server in Lightyear's facilities gives a customer the advantage of increased bandwidth, heightened security and professional customer support, without the expense of maintaining a dedicated connection to the Internet. Web server collocation also gives customers the flexibility of utilizing any server or software, while maintaining maximum speed. This flexibility also extends to various rack space and additional floor space options.

Lightyear SmartWeb Web Server Collocation

Specifications:

- For customers with specific equipment requirements for their Web Hosting applications that cannot be provided by Lightyear as part of our Shared and Dedicated Web Hosting offers, Lightyear offers SmartWeb Web Server Collocation.
- Web Server Collocation Space is provided in **Unit, Half Rack, & Full Rack Increments:**
 - Unit: Standard unit, 18" (length/depth) x 18" (width) x 1.75" (height)
 - Half Rack: 24 units, 18" (length/depth) x 18" (width) x 42" (height)
 - Full Rack: 48 units, 18" (length/depth) x 18" (width) x 84" (height)
- High Bandwidth Connectivity in 10Meg & 100Meg Increments with a Maximum Transfer Amount of 50 GB and 150 GB respectively.
- Direct Connection to Lightyear's High Capacity ATM Backbone.

Components:

- 50 GB Transfer per month on the 10 MB Ethernet Plans.
- 150 GB Transfer per month on the 100 MB Ethernet Plans.
- Primary and/or Secondary DNS (up to 6 domains with standard service).
- Custom email (user@companyname.com).
- IP Address Allocation for Less than Half Rack: 6 IP Addresses; Half & Full Rack: 14 IP Addresses.
- Power Distribution Less than Half Rack: 40 AMPS Shared; Half Rack: 20 AMPS; Full Rack: 40 AMPS.

Features:

- Utilization Reporting.
- Redundant Network Connections.
- Additional Domain Names Setup: \$75 each (*Customer will be billed the standard registration fee required of the Domain Name Registrar.*)
- Dotster.com DNS registration: \$20 per year with no MRC.
- Environmental Monitoring / HVAC Climate Control.



- Secure Environment.
- 24/7 Support Mechanisms.
- 24/7 Access to Facility.
- Power Redundancy: UPS Protection and Diesel Generator Backup (2Q2001).
- SLG: 99.9% Network Availability and 99.9% Power Availability.
- Basic Server Administration which includes:
 - Cable organization or modification.
 - Exporting display information.
 - Environmental reporting.
 - Installation of newly received equipment in existing rack space.
 - Pushing a button (example – rebooting machine).
 - Miscellaneous items as predetermined by Lightyear Technology Center personnel and agreed to by the customer prior to work commencing.
 - Advanced Administration applies to all other scenarios.

Restrictions:

- Under no circumstance will Lightyear provide Web Development Consultation.
- Any work or consultation beyond basic administration will be billed at the standard Advanced Administration rate.
- Subscription based Internet Service providers are not eligible to take advantage of this standardized service for business.
- If customer requires additional IP Addresses, customer must complete IP Justification Form. Lightyear may opt to consult with client regarding use of IP addresses, and may refuse additional IP address allocation.
- As with all Lightyear services, customers must agree to the Acceptable Use Policy (AUP), see Lightyear SmartStream Terms and Conditions for more detail.

Pricing:

- See Online Pricing Guide.
- Typical Collocation pricing based on installation, physical size/real estate, connection type, and access line.

**Available Service Options (See Online Pricing Guide for Current Prices):**

- Additional Data Transfer: 1GB increments.
- Additional Domain Names Setup: \$75 NRC each (*Customer will be billed the standard registration fee required of the Domain Name Registrar.*)
- Dotster.com DNS registration: \$20 per year with no MRC.
- Scheduled Data Backups: Monthly rate.
- Advanced Server Administration (includes Data Recovery): Hourly rate, 30-minute minimum.
- Email: Web Collocation Services does not include email as part of the service. However, email service may be purchased as an add-on with email box blocks (customers can add additional single email boxes to email blocks as needed). See Lightyear SmartMail section for details.
- Additional Floor Space for Additional Hardware: Offered in 2'(l)x3'(w)x7'(h) units.



Lightyear SmartMail Email Services Product Information

Lightyear SmartMail is Lightyear’s email service. Email is widely used today for communicating text, graphics, audio, and video. Operations include sending, storing, processing, and receiving information transmitted over data networks such as LANs or the Internet. Many regard email as the most useful feature of the Internet.

Lightyear SmartMail Email Services Product Information

Specifications:

- SmartMail currently comes standard with 20 boxes for Lightyear SmartWeb Shared Hosting and the Lightyear SmartStream bundle.
- Competitively priced email blocks and single email boxes.
- Full backup of files on weekly basis, incremental backup on daily basis.
- Administrative tools available for blocks of 20 email boxes.

Components/Features:

• Mailbox Size: 10 MB	• Vacation or Out of Office Autoresponder
• Email size limit: 5.5MB	• Automated Signature File
• Attachment size limit: 5MB	• Address Book
• Spam Filtering	• Up to 2 Email Aliases per Email Account.
• Access Methods: POP3, IMAP, and Web Based Access	

Restrictions:

- Minimum amount purchased is one block of 20 email boxes.
- Email boxes cannot be sold as a standalone service at this time due to restrictions in MetaSolv TBS and must be ordered as part of a Lightyear SmartStream, Lightyear SmartNet, Lightyear SmartWeb product or bundle solution.
- If customer requests “vanity” email, then they must purchase the minimum Shared Web Hosting package.
- As with all Lightyear services, customers must agree to the Acceptable Use Policy (AUP)
- No subscription-based service providers.

Service Pricing (See Online Pricing Guide):

- Email Bundle of 20 email boxes: NRC & MRC
- Additional, single email boxes: NRC & MRC

Available Service Options (See Online Pricing Guide):

- Data Recovery: Hourly rate, 30-minute minimum.



Technical and Web Support

Technical and Web Support are included with all levels of web hosting. Web Support includes assistance with registering the Domain Name, limited support for HTML and CGI (limited to the knowledge of the coordinator), offering a liaison between the customer and system administrators, help with FTPing the Web site to the directory, and help setting the file and directory attributes. Technical Support includes general Internet support, assistance with getting online, Netscape (browsing) and email. Technical Support can be reached at 888-321-0812.

Ordering Information

How To Order Web Hosting and Collocation Products

Eforms

1. Go to the online eforms quote system.
2. Select your product.
3. Fill out online form completely.
4. Submit the form and correct any specified errors.
5. Pricing is calculated instantly (if this is only product you are quoting).
6. Check quote for returned pricing.
7. Click the "initiate order" button.
8. Complete order form with customer information and submit.

Forms

1. Complete the Web Products Order Form. See the order form instructions.
2. If the customer is moving an existing Domain Name from his/her current ISP, attach a letter stating the intent to move. The letter must be on company letterhead and signed by an authorized representative of the company. The letter should be addressed to "InterNIC." Due to InterNIC regulations, Lightyear Internet Services will not be able to process this request unless the letter is included with the order forms.
3. Complete all information thoroughly.
4. All orders are sent to Lightyear or processed online.
Information is mailed to: Lightyear Internet Services Web Team
1901 Eastpoint Parkway
Louisville, Kentucky 40223
or faxed to: Lightyear Internet Services Web Team
502-244-9991

**Please note: Complex orders may require SAE involvement.
(Web Server Collocation is considered a complex order.)**



Customer Fulfillment

Billing Information

The customer will be billed on a monthly basis. Current Lightyear long distance customers will see the charges on their regular Lightyear long distance invoice. Businesses that are not long distance customers will receive separate Lightyear invoices.

Directly billed charges will appear on customers' bills as a separate line item under "Internet Services."

Example:	Internet Services:	
	Lightyear SmartWeb Premium	\$(MRC)
	Set-up fee	\$(NRC)
		\$Total

DNS Billing Information

Lightyear Internet Services will register Domain Names for customers. If Lightyear registers Domain Names, the annual charge will be \$20. If a customer has an existing Domain Name, Lightyear will transfer it from the current hosting ISP to Lightyear at no charge.

Lightyear also charges an additional domain name setup fee of \$75 when customers exceed the number of domains that automatically come with the plan. For example, Lightyear SmartWeb Basic and Advanced come with up to two domains. The customer will be charged for the domains over the standard two.

Contact Information

Questions about order processing or billing should be directed to Lightyear Operations Web Team at 800-211-9683. Processing takes approximately five business days from the time the order is received. DNS registration may take longer. Questions regarding file formats, site capacity or other technical questions should be directed to Technical Support at 888-321-0812.

Notification of Complete Services

Agents/Sub-Agents/Sales Representatives will be notified by Lightyear's Web Team when services are available. Agents can then inform the customers. Customers can also find out if services are available by calling The Web Team at 800-211-9683.

Agent Reporting

Agents will receive sales information on a monthly commission report categorized by Sub-Agents and Sales Representatives. This report is mailed on the 20th of each month unless that day falls on a weekend. In that case, the reports are mailed the following Monday.



Order Forms

All forms are also available on the Internet via the Agent Communication Site, at “agent.Lightyearcom.com”. The preferred method for order submission is eforms.

Forms Required for Web Hosting and Collocation

See Lightyear SmartWeb Web Hosting and Web Server Collocation Forms that follow.

- Completing these forms or the applicable eforms is required for Lightyear SmartWeb services.

DNS Change/Move Orders

- If a customer changes/moves their Domain Name to Lightyear, a letter to the InterNIC must be included with the order form to authorize the change.

Terms and Conditions.

- See On-net Terms and Conditions located on the extranet websites.



Lightyear SmartWeb Shared & Dedicated Web Hosting Service Form

I. Customer Information		
Company Name:	URL:	
Primary Address:		City, State & ZipCode:
Primary Contact:	Primary Contact Phone:	Primary Contact Fax:
Primary Contact Email:		
II. Service Type		
<input type="checkbox"/> New Service <input type="checkbox"/> Upgrade Service <input type="checkbox"/> Add to Service <input type="checkbox"/> Cancel Service		
III. Service Term		
<input type="checkbox"/> 1 year <input type="checkbox"/> 2 year		
IV. Shared Web Hosting		
<input type="checkbox"/> Lightyear SmartWeb Basic: <ul style="list-style-type: none"> • 20MB of Shared Hosting Server Space • 1GB of Transfer Monthly* • DNS & Registration for up to 2 Domain Names • 20 Email Accounts <i>* Excess Transfer is billed at \$5.00 per 1GB</i>	<input type="checkbox"/> Lightyear SmartWeb Advanced: <ul style="list-style-type: none"> • 100MB of Shared Hosting Server Space • 1GB of Transfer Monthly* • DNS & Registration for up to 2 Domain Names • 20 Email Accounts <i>* Excess Transfer is billed at \$5.00 per 1GB</i>	
V. Dedicated Web Hosting		
<input type="checkbox"/> Lightyear SmartWeb Standard: <ul style="list-style-type: none"> • COBALT RaQ3 Thin Server • 64MB Base Memory – 13.0GB HardDrive • 10GB of Monthly Transfer* • DNS & Registration for up to 6 Domains <i>* Excess Transfer is billed at \$5.00 per 1GB</i>	<input type="checkbox"/> Lightyear SmartWeb Plus: <ul style="list-style-type: none"> • COBALT RaQ3 Thin Server • 128MB Base Memory – 15.2GB HardDrive • 10GB of Monthly Transfer* • DNS & Registration for up to 6 Domains <i>* Excess Transfer is billed at \$5.00 per 1GB</i>	<input type="checkbox"/> Lightyear SmartWeb Premium: <ul style="list-style-type: none"> • COBALT RaQ4 Thin Server • 256MB Base Memory – 20.0GB HardDrive • 10GB of Monthly Transfer* • DNS & Registration for up to 6 Domains <i>* Excess Transfer is billed at \$5.00 per 1GB</i>
VI. Domain Name / DNS Information		
Primary Domain Name Associated with Account (Preregistered):	Primary Domain to be Registered by Lightyear (If applicable):	
Secondary Domain Name Associated with Account (Preregistered):	Secondary Domain to be Registered by Lightyear (If applicable):	
If Lightyear is to Register or Transfer a Domain(s), please complete the following Contact and Billing information for the Domain(s):		
Administrator Contact Email:	Administrator Contact Name:	Administrator Contact Phone:
VII. Additional Services		
<input type="checkbox"/> Additional Web Space (In 5MB increments) <i>Please Specify Amount:</i>		
<input type="checkbox"/> Enhanced Data BackUps		
<input type="checkbox"/> Additional Email Blocks (20 Email Boxes) Plus Additional Single Boxes: _____ + _____ = Total Additional Email: _____		
<input type="checkbox"/> Additional Domain Names – <i>Please Specify the Domains Below:</i>		
Third Domain Name Associated with Account (Preregistered):	Third Domain to be Registered by Lightyear (If applicable):	
Fourth Domain Name Associated with Account (Preregistered):	Fourth Domain to be Registered by Lightyear (If applicable):	
Fifth Domain Name Associated with Account (Preregistered):	Fifth Domain to be Registered by Lightyear (If applicable):	
Sixth Domain Name Associated with Account (Preregistered):	Sixth Domain to be Registered by Lightyear (If applicable):	



Lightyear SmartWeb Shared & Dedicated Web Hosting Service Form

VIII. Email Information		
Domain Name to use for Email: _____@_____		
Adminisrator Login: _____ Password: _____		
IX. Technical Contact Information		
Primary Technical Contact:	Primary Technical Contact Phone:	Primary Technical Contact Fax:
Primary Technical Contact Mobile:		
X. Emergency/Outage Contact Information		
Primary Emergency Contact:	Primary Emergency Contact Phone:	Primary Emergency Contact Mobile:
Secondary Emergency Contact:	Secondary Emergency Contact Phone:	Secondary Emergency Contact Mobile:
XI. Billing Contact Information		
Billing Contact:	Billing Contact Phone:	Billing Contact Fax:
Billing Contact Email:		
Billing Address:	City, State & ZipCode:	
XII. Account Information		
Existing Customer?: <input type="checkbox"/> Yes <input type="checkbox"/> No	Customer Number:	Quote Number:
Service Order Number:	Sales/Agent ID #:	<input type="checkbox"/> Standard <input type="checkbox"/> Expedite
XIII. Remarks and/or Special Instructions		



Lightyear SmartWeb Web Server Collocation Service Form

I. Customer Information		
Company Name:	URL:	
Primary Address:	City, State & Zip Code:	
Primary Contact:	Primary Contact Phone:	Primary Contact Fax:
Primary Contact Email:		
II. Service Type		
<input type="checkbox"/> New Service <input type="checkbox"/> Upgrade Service <input type="checkbox"/> Add to Service <input type="checkbox"/> Cancel Service		
III. Service Term		
<input type="checkbox"/> 1 year <input type="checkbox"/> 2 year <input type="checkbox"/> 3 year <input type="checkbox"/> 4 year <input type="checkbox"/> 5 year		
IV. Connection Type		
<input type="checkbox"/> 10Meg Switched Ethernet <input type="checkbox"/> 100Meg Switched Ethernet		
V. Rack Space		
<input type="checkbox"/> Unit(s)	Please specify number of Units: _____ x \$20.00 monthly	\$
<input type="checkbox"/> Half Rack(s)	Please specify number of Half Racks: _____ x \$400.00 monthly	\$
<input type="checkbox"/> Full Rack(s)	Please specify number of Full Racks: _____ x \$700.00 monthly	\$
VI. Additional Services		
<input type="checkbox"/> POTS Line Service to Rack: <i>(Must complete and attach POTS Line Service Agreement)</i>		
<input type="checkbox"/> Enhanced Data Back-Up: <i>(Requires a second NIC card to be provided by Customer)</i>		
<input type="checkbox"/> Additional 10Meg Port: <input type="checkbox"/> Additional 100Meg Port:		
VII. Installation Information		
Expected Installation Date: <i>(Must be at least 72 hours from Contract Execution Date)</i>		Installation Contact:
Installation Contact Phone:	Installation Contact Email:	
IP Addresses Requested: <i>(Standard service includes 6 IPs for 10Mb and 14 IPs for 100Mb. Complete and attach IP Justification Sheet for additional IPs.)</i>		
Additional Installation Notes:		
VIII. Technical Contact Information		
Primary Technical Contact:	Primary Technical Contact Phone:	Primary Technical Contact Fax:
Primary Technical Contact Mobile:		
IX. Emergency/Outage Contact Information		
Primary Emergency Contact:	Primary Emergency Contact Phone:	Primary Emergency Contact Mobile:
Secondary Emergency Contact:	Secondary Emergency Contact Phone:	Secondary Emergency Contact Mobile:
Contact Allowances – Please contact customer regarding emergencies or outages during the following times... <i>(check all that apply)</i>		
<input type="checkbox"/> M-F 8am – 5pm <input type="checkbox"/> M-F 5pm – 8am <input type="checkbox"/> Sat/Sun 8am – 5pm <input type="checkbox"/> Sat/Sun 5pm – 8am		
X. Hardware Collocation/Floor Space Service		
<input type="checkbox"/> Additional floor space required (floor space unit = 2'(l) x 3'(w) x 7'(h)) <input type="checkbox"/> No additional floor space required		
Number of additional floor space units: _____		

Lightyear SmartWeb Web Server Collocation Service Form

XI. Billing Contact Information

Billing Contact:	Billing Contact Phone:	Billing Contact Fax:
Billing Contact Email:		
Billing Address:	City, State & Zip Code:	

XII. Domain Name / DNS Information

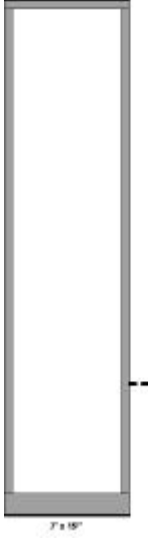
Primary Domain Name Associated with Account (Preregistered):	Domain to be Registered by Lightyear (If applicable):	
If Lightyear is to Register or Transfer a Domain(s), please complete the following Contact information for the Domain(s):		
Administrator Contact Email:	Administrator Contact Name:	Administrator Contact Phone:
Additional Domain Name #1:	Additional Domain Name #2:	
Additional Domain Name #3:	Additional Domain Name #4:	

Please indicate if Lightyear should provide Primary and/or Secondary DNS for Domain(s):

Provide Primary + Secondary
 Provide Primary Only
 Provide Secondary Only

XIII. Equipment Specifications

In the space provided, please list the equipment expected to be housed at Lightyear's facility (please be specific, including any hardware collocated via additional floor space). Please diagram how equipment will be connected. If necessary, attach worksheet.



XIV. Account Information

Existing Customer?: <input type="checkbox"/> Yes <input type="checkbox"/> No	Customer Number:	Quote Number:
Service Order Number:	Sales/Agent ID #:	<input type="checkbox"/> Standard <input type="checkbox"/> Expedite

XV. Remarks and/or Special Instructions