



Corporate Office: It Solution Bangladesh, House- 59, Block- C, Road- 4, Banani, Dhaka.
Phone: +88 01713641868 +88 01552475901 info@itsolutionbd.net www.itsolutionbd.net

Domain & Hosting

Prepared by: Engr. Sajib Islam

It Solution Bangladesh at a Glance

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|--------------------------|---|
| Name of Firm | It Solution Bangladesh |
| Year Established | 31.12.2010 |
| Business Function | An Information Technology and Outsourcing Firm |
| Corporate Office Address | It Solution Bangladesh, House- 59, Block- C, Road- 4, Banani, Dhaka, Bangladesh. |
| Members of | Utopia International Foundation Bangladesh (UIFB) |
| Total Employees | 15 Persons |
| Website Address | www.itsolutionbd.net |
| Company Email | Information Desk: info@itsolutionbd.net Sales Desk: sales@itsolutionbd.net Support Desk: support@itsolutionbd.net |
| Company Hotline | Information: +88 01713641868 Sales: +88 01552475901 |
| Areas of Expertise | Website design & development, Software development, Email marketing, SMS marketing, Facebook marketing, Google marketing, Domain, Hosting, Push Pull Service, SEO Solution. |
| Market Coverage | Bangladesh, New Zealand, UK, Canada, Australia, Qatar, Italy, India |
| Mobile Banking | bKash Personal: 01713641868 bKash Merchant : 01761634909 |
| Bank Information | Name of Bank : BRAC BANK LTD Account No : 1506203287030001 Account Name : IT SOLUTION BANGLADESH SWIFT Number : BRAKBDDH |

Domain Registration

Get your own .com, .net, .org, .info, .biz, .us, .name, Domain you can register or renew a domain name for just Yearly Tk. 1000/- There are no hidden fees! A domain name is your unique name on the Internet. It allows your company, organization or family to establish an Internet presence, consisting of your personalized email addresses and your own web site address

| TLD | Min. Years | Register | Transfer | Renew |
|-----------------|------------|-------------|-------------|-------------|
| .com | 1 | Tk. 1000.00 | Tk. 1000.00 | Tk. 1000.00 |
| .net | 1 | Tk. 1000.00 | Tk. 1000.00 | Tk. 1000.00 |
| .org | 1 | Tk. 1000.00 | Tk. 1000.00 | Tk. 1000.00 |
| .info | 1 | Tk. 1000.00 | Tk. 1000.00 | Tk. 1000.00 |
| .biz | 1 | Tk. 1000.00 | Tk. 1000.00 | Tk. 1000.00 |
| .com.bd/.net.bd | 2 | Tk. 3000.00 | Tk. 3000.00 | Tk. 3000.00 |

Included (free) in each domain name registration:

- Free URL forwarding to the current website
- Free e-mail forwarding to your current mailbox
- Free POP3-mailbox (for use with email clients like Outlook etc)
- Free DNS services (self-install of A/MX/CNAME records)
- Free link to the current hosting package

Terms & Condition:

- Client must renew the domain & hosting before 1 month of expired date.
- If Client Failed to renew before one month then additional 2000 taka will add with renew charge
- If client want to renew after expired date then additional 8000 taka will add with renew charge
- If client failed to renew within 1 month of expired date then the domain will permanently block and IT SOLUTION BANGLADESH will not take any responsibility to renew the domain
- Domain Control Panel / Transfer Cost is: 1000 taka

Hosting Server

Trust your website with a company that now hosts over 15,000 domains on its network. It Solution Bangladesh owns and operates its own private data center with a 24/7/365 Support Team that is there to help you at any and every time. Business hosting is meant for clients that are seeking single or multiple domain hosting under one business hosting plan and one control panel. Essentially, our fully managed business web hosting platform means that we are there to help if there are ever any issues with your hosting experience. Whether you call, email or tweet us, or chat with us through our Live Chat, we are always there and always happy to help you with anything you may need.

Price List:

| Hosting Space | Server 1 (Shared Server) | Server 2 (Shared Server) |
|---------------|---------------------------|--------------------------|
| 1 GB | 950 Taka | 1500 Taka |
| 2 GB | 1500 Taka | 2500 Taka |
| 3 GB | 2500 Taka | 3500 Taka |
| 5 GB | 3500 Taka | 5000 Taka |
| UNLIMITED | 6500 Taka | 18000 Taka |

Terms of Service for Domain

1.0 ACCEPTANCE OF TERMS

The IT SOLUTION BANGLADESH Small Business Privacy Policy, Site Guidelines, and any other IT SOLUTION BANGLADESH applicable policies and guidelines ("Guidelines") (all together, the "Terms") as well as this Service Agreement (together the "Agreement"). For clarity, IT SOLUTION BANGLADESH Domains is a "Service" as defined in the IT SOLUTION BANGLADESH Terms of Service. IT SOLUTION BANGLADESH may update and change the Agreement from time to time. You can always find the most recent version of this Service Agreement and the most recent version of the IT SOLUTION BANGLADESH Terms of Service at the URL indicated above. Certain of the services that you purchase or receive from IT SOLUTION BANGLADESH may be provided by one or more vendors, contractors, or affiliates selected by IT SOLUTION BANGLADESH in its sole discretion. Any capitalized term used herein but not otherwise defined herein shall have the meaning set forth in the Terms. BY COMPLETING THE DOMAIN NAME (I.E., WEB ADDRESS) REGISTRATION PROCESS, YOU AGREE TO BE BOUND BY THE AGREEMENT SO PLEASE READ ALL THE TERMS CAREFULLY. ANY PERSON OR ENTITY ACTING ON YOUR BEHALF SHALL ALSO BE BOUND BY THESE TERMS AND YOU AGREE TO BE RESPONSIBLE FOR SUCH PERSON'S OR ENTITY'S ACTIONS.

Terms of Service for Hosting

Account Setup / Email on file

We will setup your account after we have received payment and we and/or our payment partner(s) have screened the order(s) in case of fraud. It is your responsibility to provide us with an email address which is not @ the domain(s) you are signing up under. If there is ever an abuse issue or we need to contact you, the primary email address on file will be used for this purpose. It is your responsibility to ensure the email address on file is current or up to date at all times. If you have a domain name registered with IT SOLUTION BANGLADESH, it is your responsibility to ensure that the contact information for your domain account and your actual domain name(s) is correct and up-to-date. IT SOLUTION BANGLADESH is not responsible for a lapsed registration due to outdated contact information being associated with the domain. If you need to verify or change this information, you should contact our sales team via email. Providing false contact information of any kind may result in the termination of your account. In dedicated server purchases or high risk transactions, it will be necessary to provide government issued identification and possibly a scan of the credit card used for the purchase. If you fail to meet these requirements, the order may be considered fraudulent in nature and be denied.

Ownership

Billers e-mail address which is utilized for payment on the account is designated as the authorized owner of the account.

Transfers

Our transfer's team will make every effort to help you move your site to us. However, transfers are provided as a courtesy service, and we cannot make guarantees regarding the availability, possibility, or time required to complete an account transfer. Each hosting company is configured differently, and some hosting platforms save data in an incompatible or proprietary format, which may make it extremely difficult if not impossible to migrate some or all account data. We will try our best, but in some cases we may be unable to assist you in a transfer of data from an old host.

Dedicated IP Address Allocation

Any dedicated IP order in addition to ones provided with a hosting package may be subject to IP Justification. Justification practices are subject to change to remain in conformity with policies of American Registry for Internet Numbers (ARIN). We reserve the right to deny any dedicated IP request based on insufficient justification or current IP utilization.

Third Party Providers

All transactions with third party providers are solely between the visitor and the individual provider. IT SOLUTION BANGLADESH is not the agent, representative, trustee or fiduciary of you or the third party provider in any transaction. Some products provided by IT SOLUTION BANGLADESH are provided under license with vendors, and the use of any such third party products will be governed by the applicable license agreement, if any, with such third party. All discounts, promotions and special third party offers may be subject to additional restrictions and limitations by the third party provider. All transactions with third party providers are subject to the terms and conditions under which the provider agrees with you to provide the goods or services. You should confirm the terms of any purchase and/or use of goods or services with the specific provider with

whom you are dealing. We do not make any representations or warranties regarding, and are not liable for, the quality, availability, or timeliness of goods or services provided by a third party provider. You undertake all transactions with these providers at your own risk. We do not warrant the accuracy or completeness of any information regarding third party providers.

2.) Content

All services provided by IT SOLUTION BANGLADESH may only be used for lawful purposes. The laws of the State of Florida, the State of Texas, and the United States of America apply.

The customer agrees to indemnify and hold harmless IT SOLUTION BANGLADESH from any claims resulting from the use of our services.

3.) Backups and Data Loss

Your use of this service is at your sole risk. Our backup service runs once a week, overwrites any of our previous backups made, and only one week of backups are kept. This service is provided to you as a courtesy. IT SOLUTION BANGLADESH is not responsible for files and/or data residing on your account. You agree to take full responsibility for files and data transferred and to maintain all appropriate backup of files and data stored on IT SOLUTION BANGLADESH servers.

4.) Backup Limit

Any shared account using more than 20 gigs of disk space will be removed from our off site weekly backup with the exception of Databases continuing to be backed up. All data will continue to be mirrored to a secondary drive which helps protect against data loss in the event of a drive failure.

5.) Bandwidth Usage

You are allocated a monthly bandwidth allowance. This allowance varies depending on the hosting package you purchase. Should your account pass the allocated amount we reserve the right to suspend the account until the start of the next allocation, suspend the account until more bandwidth is purchased at an additional fee, suspend the account until you upgrade to a higher level of package, terminate the account and/or charge you an additional fee for the overages. Unused transfer in one month cannot be carried over to the next month.

6.) Uptime Guarantee

If your shared / reseller server has a physical downtime that is not within the 99.9% uptime you may receive one month of credit on your account. Approval of the credit is at the discretion of IT SOLUTION BANGLADESH dependent upon justification provided. Third party monitoring service reports may not be used for justification due to a variety of factors including the monitor's network capacity/transit availability. The uptime of the server is defined as the reported uptime from the operating system and the Apache Web Server which may differ from the uptime reported by other individual services.

7.) Reseller: Client Responsibility

Resellers are responsible for supporting their clients. IT SOLUTION BANGLADESH does not provide

support to our Reseller's Clients. If a reseller's client contacts us, we reserve the right to place the client account on hold until the reseller can assume their responsibility for their client. All support requests must be made by the reseller on their clients' behalf for security purposes. Resellers are also responsible for all content stored or transmitted under their reseller account and the actions of their clients'. IT SOLUTION BANGLADESH will hold any reseller responsible for any of their clients actions that violate the law or the terms of service.

8.) Dedicated Servers

IT SOLUTION BANGLADESH reserves the right to reset the password on a dedicated server if the password on file is not current so that we may do security audits as required by our datacenter. It is the responsibility of the client to ensure that there is a valid email address and current root password on file for their dedicated server on file to prevent downtime from forced password resets. IT SOLUTION BANGLADESH reserves the right to audit servers as needed and to perform administrative actions at the request of our datacenter. Dedicated servers are NOT backed up by us and it is the responsibility of the client to maintain backups or have a solution for this. It is your responsibility to maintain backups.

9.) Price Change

The amount you pay for hosting will never increase from the date of purchase. We reserve the right to change prices listed on IT SOLUTION BANGLADESH, and the right to increase the amount of resources given to plans at any time.

10.) Changes to the TOS

IT SOLUTION BANGLADESH reserves the right to revise its policies at any time without notice

Thanks & Regards

Engr. Sajib Islam

Chief Executive Officer (CEO)

It Solution Bangladesh

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