

IX Web Hosting Billing Manual

April 4th, 2007

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1 Introduction

We have improved our billing and account management system! The new system is more flexible and brings more features to your account than ever before.

Near every new or modified feature in your account, you will find the following icon:



When your mouse cursor hovers over the icon a short hint will be displayed about the selected feature.

Don't be afraid to click and explore the tools and options. Any option that could seriously affect your hosting or billing will have one or more confirmation screens to protect your account from accidental damage. If at any time you have a question or issue related to this system, please consult the remainder of this document or our technical support staff.

2 Billing Profile

We have introduced an element called a "Billing Profile." A billing profile is basically a set of payment and contact information to which hosting and domain registration products can be assigned. You can create and manage a separate billing profile (including name, email address, and credit card information) for each individual hosting account or domain name.

FAQ (Billing Profile)

What information is stored in a billing profile?

Each billing profile can be thought of as a separate credit card or credit card holder and contains the following information: credit card information, billing address, contact information, and profile balance.

Can I pay for one product with one credit card and pay for a second product with a different credit card?

Yes! This is one of the purposes of the billing profile system – to allow multiple products to be purchased and renewed with different sets of credit card information.

How are billing profiles beneficial to service resellers?

Resellers can take advantage of the new billing profile system and have our system directly bill their clients by simply creating a billing profile and assigning that client's products to the profile.

3 Domain Points

A “Domain Points” system has been introduced to refine and improve our existing free domain registration credit system. Previously, free domain registrations were tracked with a monetary credit balance which was confusing and difficult to manage. The new system assigns “points” to hosting accounts which provide free domain registrations – one point is worth one domain registration per year.

FAQ (Domain Points)

Can domain points be used to register any domain name?

Domain points can only be used to register domains ending in the following: .com, .net, .org, .biz, .info, .us

How can domain points be acquired?

You will receive domain points whenever you sign up for selected hosting accounts, upgrade to a bigger plan or when you switch a domain name from “free” to “paid” status.

How are domain points used?

Domain points are used to register domains and are “locked” to that domain name. As long as the hosting account which sponsors the domain point remains active, the domain name will be renewed free of charge.

What is the difference between free domain registration and paid domain registration?

Free domain registration is done using domain points that are included with selected hosting plans. Your credit card will not be billed for free domain registrations as long as the sponsoring hosting account is active. You may register domains without using free domain points by credit card.

Can domain name registrations be switched between free and paid?

In most cases, yes! Free registered domains may be switched to paid to free up a domain point for use with another domain registration. Paid domain registrations can also be switched to free domain registrations by assigning the domain name a domain point. Domains can not be changed from paid to free if there is more than one year until the domain's expiration date. Switching between free and paid statuses for a domain name may issue a credit or debit for pro-rated funds to the billing profile.

What does “migrated” or “free or paid?” status mean?

During our transition from the old system to the new system, we were unable to determine for a small percentage of domain names whether the domain registration should be free or paid. In such cases, you must select free or paid status from your hosting account control panel before the domain name can be renewed.

Do I own the domain if I use a free domain registration?

Any active domain name registered through us is completely yours to control or transfer.

How are domains renewed?

You can adjust the way a domain registration behaves when it has expired and can be renewed:

- **Auto:** A domain name that has a renewal status of “auto” will attempt to automatically renew 30 days prior to the domain name's expiration date.
- **Don't Renew:** The domain registration will not renew automatically. You will NOT get email notices about the pending expiration. If the domain is not renewed by its expiration date, it will be disabled.
- **Manual:** The domain registration will not renew automatically. You will get email notices about the pending expiration. The domain can be renewed from your hosting account control panel.

Domains registered with “paid” status will bill to their billing profile's credit card on renewal. Domains registered with “free” status will renew for no charge.

Can domains be renewed after the expiration period?

Domain names can generally be renewed up to 30 days after their expiration date.

How are domain points affected by upgrading/downgrading my hosting account?

If a hosting account upgrade or downgrade occurs which changes the number of available domain credits, it may be necessary to change some previously registered free domains to “paid” status. This is done during the upgrade/downgrade process on a pro-rated basis.

4 Accessing the Billing and Administration System

You can log in to the billing and administration system at the following URL:




<http://manage.ixwebhosting.com/>

4.1 The My Products Section

After logging in you will be welcomed with a list of the current hosting plans and domain registration products associated with your login and email address. In addition, you may use the “Hosting Accounts” and “Domain Accounts” links on the left hand navigation menu to narrow down the products displayed.

4.1.1 Hosting Products

Depending on the status of the hosting account there will be the following options available for each hosting account product:

-  This button is only shown if there is a higher quality plan available. It allows you to quickly initiate the upgrade process.
-  This button will allow you to access the hosting account management area (setting up the hosting account, creating your web site, creating e-mail addresses, setting up databases, etc).
-  This button is used to modify the billing and administrative options of the hosting plan. (See section “Hosting Product Settings”)

Note: Accounts which are suspended may have limited or disabled management options.

4.1.2 Hosting Product Settings

Most settings can be modified by clicking the  icon next to that setting.

In addition to modifying the settings of the hosting account, you can access the hosting account management area and the invoice for the hosting account by clicking the buttons near the top of the screen.



4.1.2.1 Change Assigned Billing Profile

Each hosting account is assigned to one billing profile. To change the billing profile that the hosting account is assigned to, select the new profile from the drop-down list and click “Change Profile”.

The current billing profile of the hosting product: **Visa, #**

Select New Billing Profile:



4.1.2.2 Change Hosting Plan

This allows you to upgrade or downgrade the hosting plan at any time. A prorated amount corresponding to the amount of time remaining on the current plan period will be refunded and the full amount of the new hosting plan will be charged to the billing profile. You may adjust the plan and the billing period at the same time.

The current hosting plan of the hosting product: **Business Win**

Select New Hosting Plan:

Select New Billing Period:

[Change Plan](#)

4.1.2.3 Change Billing Period

You may adjust the billing period for the hosting account.

The current billing period of the hosting product: **Quarterly**

Select New Billing Period:

[Change Period](#)

4.1.2.4 Change Renewal Status

You can adjust the way a hosting account behaves when it is has expired and can be renewed:

- **Auto:** The hosting account will be renewed automatically on expiration.
- **Don't Renew:** The hosting account will not renew automatically. You will NOT get email notices about the pending expiration. If the account is not renewed by its expiration date, it will be disabled.
- **Manual:** The hosting account will not renew automatically. You will get email notices about the pending expiration. The account can be renewed from your hosting account control panel.

The current renewal status of the hosting product: **Manual**

Select New Renewal Status:

[Change Renewal Status](#)

4.1.2.5 Renewing Hosting Plan

You may force the renewal of the hosting account at any time. This action will extend the expiration date into the future by one billing period and issue a charge for the renewal to the billing profile.

Would you like to renew your hosting product now?

The current expiration date of the hosting product: **May-28-2010**

In order to get a quote for the renewal of your hosting product for the next billing period click the button below. Note that the assigned billing profile will be charged for the renewal fees.

[Renew Account Until May-28-2011](#)

4.1.2.6 Platform Switch (Windows < - > Linux)

This action will switch your account from a Windows hosting plan to a Linux hosting plan or vice-versa.

Note: THIS ACTION IS DESTRUCTIVE. When this option is activated, the existing hosting account will be **deleted** and a new hosting account will be created. Before you proceed, ensure that you have a **backup of all web, email, and database content** that may be present on the hosting account. You must manually restore all content (including re-uploading or re-publishing all web files and recreating all email addresses) once the new account is set up. Please carefully consult the confirmation and warning pages before confirming the platform switch. After clicking on the platform switch option you will be presented with another page detailing the process.

4.1.3 Domain Products



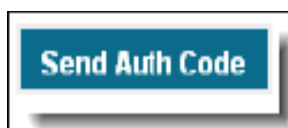
This button will allow you to access the Domain account management area.
(See section "Domain Product Management")

4.1.4 Domain Product Management

Most settings can be modified by clicking the  icon next to the setting.

4.1.4.1 Send Auth Code

Selecting this option will send the domain transfer authorization code to the administrative e-mail address in the contact information. Authorization codes are necessary to transfer registration service for domain names to another company.



4.1.4.2 View Invoice

This will give you access to the invoice for the particular domain registration product that you are currently viewing.



4.1.4.3 Change Assigned Billing Profile

The current billing profile is displayed. You may change to another billing profile by using the drop-down box. This option is available for PAID domain registrations only.

The current billing profile of the domain registration: **New Visa Card (xxx1491)**

Select New Billing Profile:

Change Profile

4.1.4.4 Reassign Free Domain Registration

All free domain registrations are assigned to a sponsoring hosting account. You may change the sponsoring hosting account if there is another hosting account available with free domain points.

The current assigned hosting product info: **Unlimited Pro**
No others hosting products with available points found.

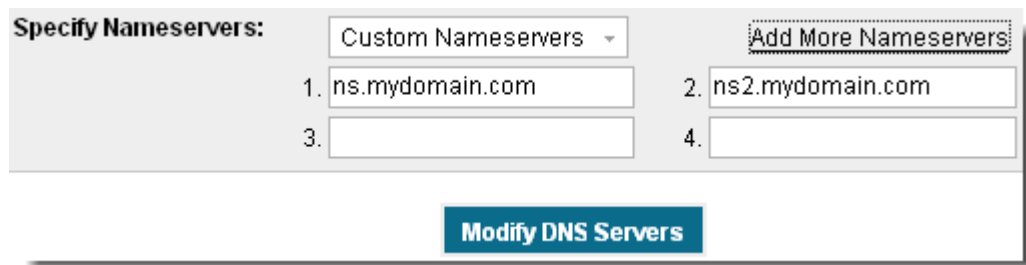
4.1.4.5 Change Renewal Status

You can adjust the way a domain registration behaves when it is has expired and can be renewed:

- **Auto:** The domain registration will be renewed automatically 30 days prior to expiration.
- **Don't Renew:** The domain registration will not renew automatically. You will NOT get email notices about the pending expiration. If the account is not renewed by its expiration date, it may be disabled.
- **Manual:** The domain registration will not renew automatically. You will get email notices about the pending expiration. The account can be renewed from your hosting account control panel.

4.1.4.6 Modify DNS Servers

You may alter the domain nameservers for each registered domain. Select “Our Nameservers” to have the default nameservers assigned. The default nameservers are set to automatically allow your domain name to work with your hosting account. You may also use custom nameservers by selecting “Custom Nameservers”. You may add up to 10 separate entries per domain name.



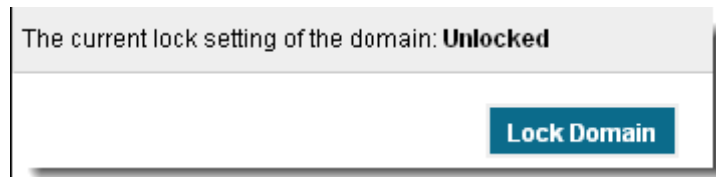
Specify Nameservers: Custom Nameservers

1. ns.mydomain.com 2. ns2.mydomain.com

3. 4.

4.1.4.7 Change Lock Settings

If a domain supports locking then this option will be shown. Locking is a security measure that prevents a domain name from being transferred accidentally. You must unlock a domain registration if you want to transfer it to another registrar.



The current lock setting of the domain: **Unlocked**

4.1.4.8 Modify Domain Registration Contact Information

The contact information for a domain may be altered. You can individually assign the different fields or you can select the “update all contacts with this information” option and it will copy all contact information to the other contact information sections.

4.1.4.9 Switch to Paid

This option switches the domain name from free registration to paid registration. When this is switched, a domain point will be immediately refunded to the hosting account that sponsored the free registration and you will be billed for the remaining pro-rated period of the free registration. This option is only available if a domain name is a free registration.

4.1.4.10 Switch to Free

This option switches the domain name from paid registration to free registration. When this is switched, a domain point will be deducted from the hosting account which will sponsor the registration. The billing profile will be credited with the remaining pro-rated period of pre-paid registration.

4.1.4.11 Renew Now!

This option renews the domain name registration manually. The expiration date for a domain can not be beyond ten years in the future. This option is available for PAID domain registrations only.

The current expiration date of the domain: Apr-15-2007

The associated billing profile will be charged for the renewal fee. The amount due depends on the years. Hit "Renew Now!" to learn more.

[Renew Now!](#)

4.1.5 Reassign Products

This option allows you to reassign a product to a separate account management control panel. This can be used to merge or unmerge products between owners and accounts.

Name	Product Type	Status	
ixtest (#81664)	Business Win	Available	Reassign
ixtestdomain.com (#119410)	Domain Registration	Available	Reassign

This process requires you to provide the login email address that you wish to push the management of the product to.

Email address: *

[Reassign](#)

A confirmation email is then sent to the new owner in order to accept the management of the product. The email contains a link to their control panel where they will login to accept or deny the move. Once the new owner accepts the product will be removed from your control panel.

Name	Product Type	Status		
el asa (# 5062)	Business Plus	Active	Deny	Accept
ogatse.com (# 6027)	Domain Registration ^{Free}	Active		Accept
saia.com (# 9878)	Domain Registration ^{Free}	Active		Accept

- All billing invoice entries for the product up until the moment of reassignment remain in your account and are not visible to the new owner.
- When pushing a hosting account to another management control panel all assigned free domain registrations will be moved as well.
- You may push management of a free domain registration to another login separately; however, the new owner must have at least one domain point available.

4.1.6 Buy Another Product

You may add a hosting account or domain registration product to your existing control panel. Simply select the type of product that you wish to register and follow the provided instructions.



5 Billing

Info

The Billing Info section provides access to manage billing profiles and access invoices. Clicking the “Billing Info” link will access the main invoice menu.



5.1 Invoices

The main invoices menu is composed of the “By Product”, “By Billing Profile”, and “Domain Points” sections described below. When viewing an invoice, a printable copy may be prepared by clicking the “Printable View” link. In addition, many invoice sections allow the invoice to be limited by date range.

5.1.1 By Product

This section lists every product (domain registrations and hosting accounts) that is available to you. The product’s username or domain name, the product type, billing profile information, and status are listed. Selecting the “Get Invoice” button will retrieve the invoice for that product.

Name	Product Type	Billing Profile	Status	Invoice
joelbell (#165595)	Unlimited Pro	Profile #301023[...]	Active	Get Invoice

5.1.2 By Billing Profile

This section lists every billing profile that is available to you. The profile's name, payment method information, and list of currently assigned products appear. Selecting the “Get History” button will get the billing history for that billing profile.

Billing Profile	Payment method	Currently used for	History
Old Visa Card [...]	Visa #...5662	No Products Assigned.	Get History

5.1.3 Domain Points

This section provides information on domain point availability and historical information about how domain points have been used.

5.2 Billing Profiles

You can manage your billing profiles by selecting the “Billing Profiles” section of “Billing Info”. The main billing profile management page lists all active and expired billing profiles.

Each active profile will show a list of assigned products and options to edit the profile's settings or view the profile's billing history. Active profiles without any products will have the option to add a new hosting account or domain and to archive the profile.

A profile can be archived only when it has no assigned products. Archiving prevents the billing profile from being assigned to any products, but the profile's history is kept for record keeping purposes. You may restore an archived billing profile so it can be used for products, delete the billing profile, or view a history of activity.

Active Billing Profiles

New Visa Card [...]	Assigned Products:
<p>Payment Method: Visa #...566</p> <p>Card Holder: Joe Bell</p> <p>Balance: USD 5.03</p> <p>Edit Settings ? Get History ?</p>	<p>Domain Registrations:</p> <p>nerodyne.com (# 71815)</p>

5.2.1 Add a New Billing Profile

Click on the “Add Billing Profile” Link to start the process of creating a new billing profile. You may have as many billing profiles as you like.



After the billing profile has been created you may edit the billing profile, reassign existing products to the new profile, add a new product to that profile, or return to the list of billing profiles.

5.2.2 Billing Profile Settings

You can change settings for a billing profile by selecting the “Edit Settings” button. When you have modified all necessary settings, please ensure that you click the “Apply Selected Changes” button to submit the changes.

5.2.2.1 Change Name of Billing Profile

The name of the billing profile may be changed. The name is only used for display purposes to help you identify the profile.

Change Name Of Billing Profile
The name of the billing profile will help you identify it when assigning products to it.

Billing Profile Name: *

5.2.2.2 Modify Credit Card Information

The credit card type, account holder, account number, and expiration date may be changed.

Modify Credit Card Information
Update the type, number and expiration date of your credit card.

Credit Card Type: *

Card Holder Name: *

Card Card Number: *

Expiration Date: *

5.2.2.3 Change Billing Address

The billing address that is associated with the credit card can be changed.

Change Billing Address
Update the billing address associated with this billing profile.

Street Address:	*	<input type="text"/>
City / Town:	*	<input type="text"/>
Country:	*	United States <input type="text"/>
State / Province:	*	Kentucky <input type="text"/>
ZIP / Postal Code:	*	<input type="text"/>

5.2.2.4 Change Contact Information

An email and phone number is associated with each billing profile. We will use this information to contact you if there are problems processing payment for one or more products.

Change Contact Information
Please always keep this information up to date so that we can contact you at any point of time if necessary.

Email:	*	<input type="text" value="abc@yz.com"/>
Phone Number:	*	<input type="text" value="8888888888"/>

5.2.2.5 Reassign Products

Products may be reassigned from one billing profile to another. Select all products which you would like to reassign and select the “Review Selection” button. Free domains must be switched to paid to be reassigned. Products that are already assigned to a billing profile can be reassigned under the “Change Assigned Billing Profile” option under the products management.

Please select the products you would like to reassign to this billing profile:

- This sign near a domain info means that this domain can not be assigned to a billing profile, it is a Free Domain. You can switch to Paid Domain and then it will be available.
- This sign near a product info means that this product is already assigned to this billing profile. You can re-assign each of such products to different billing profile on the edit product page.

Your Hosting Accounts:

- Unlimited Pro (elbell, # 65595)**
Status: **Active**, Billing Period: **Annual**, Current Billing Profile: Profile #30102 vis xxx968 (#30102)