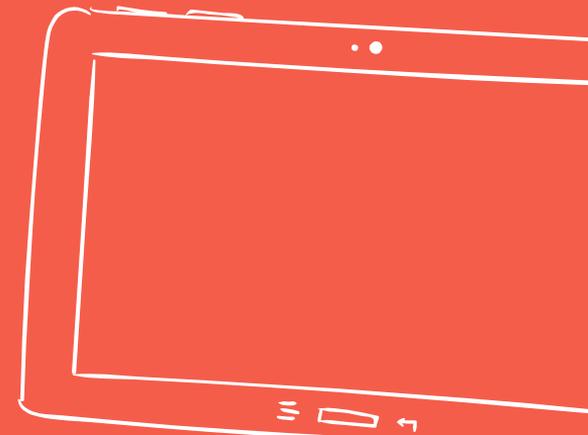
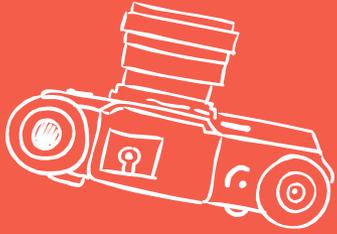
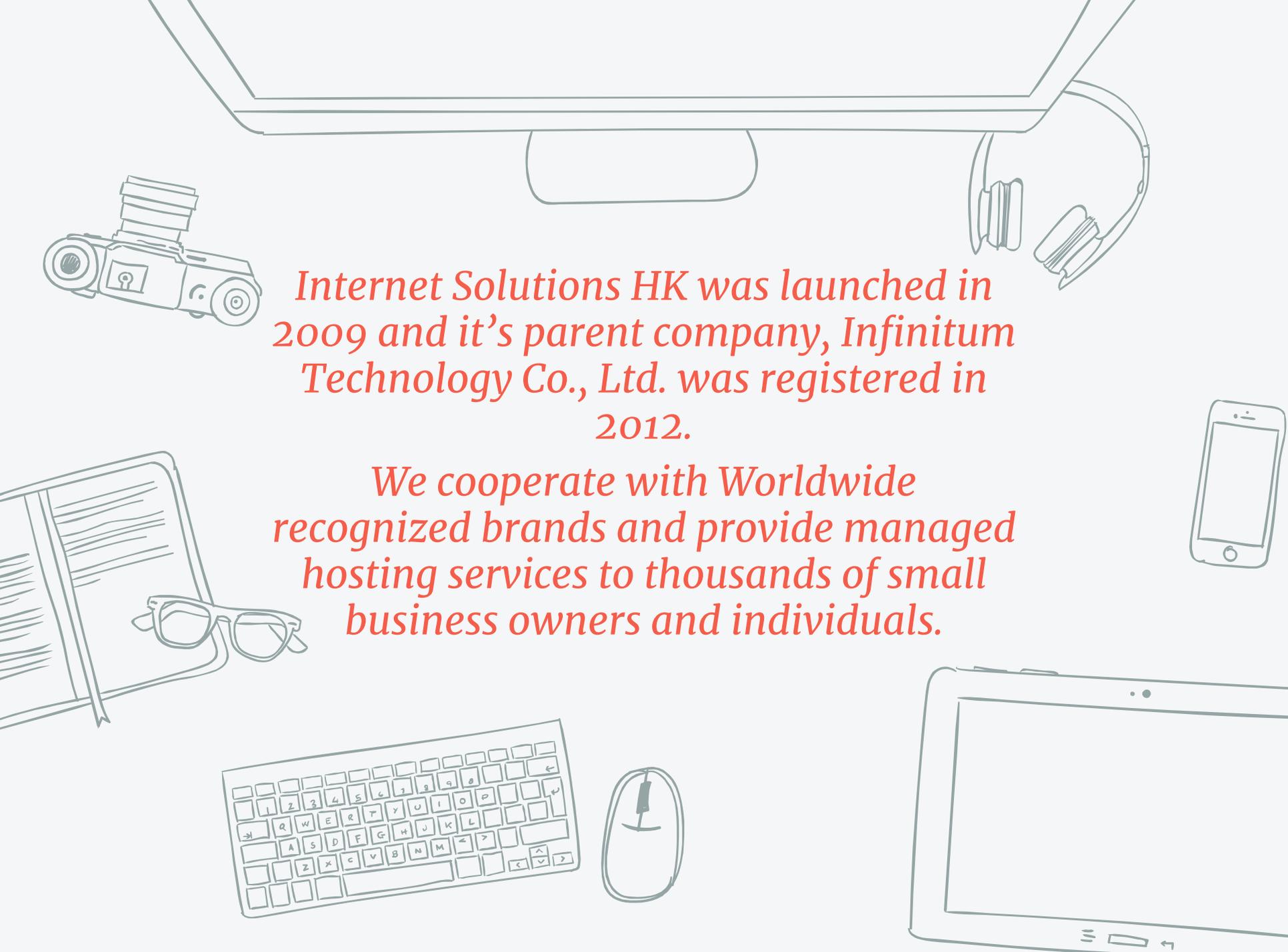


# PRE-SALES COMMON QUESTIONS





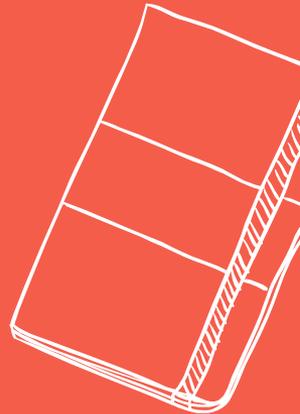
*Internet Solutions HK was launched in 2009 and it's parent company, Infinitum Technology Co., Ltd. was registered in 2012.*

*We cooperate with Worldwide recognized brands and provide managed hosting services to thousands of small business owners and individuals.*



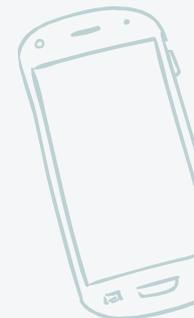
# ABOUT US

We focus on *Managed Website Hosting* and related services.





WHERE ARE YOUR SERVERS LOCATED?



All our equipment is located in Hong Kong.



## WHAT ARE YOUR MAIN PRODUCTS?

Shared Website  
Hosting

Enterprise  
Email Hosting

Virtual Private  
Servers





## FAQS



**What payment methods do you accept?**

We accept Credit Card (Visa, Master Card, Amex), PayPal, Alipay and Wechat Pay. You can also transfer money to our HSBC bank account.



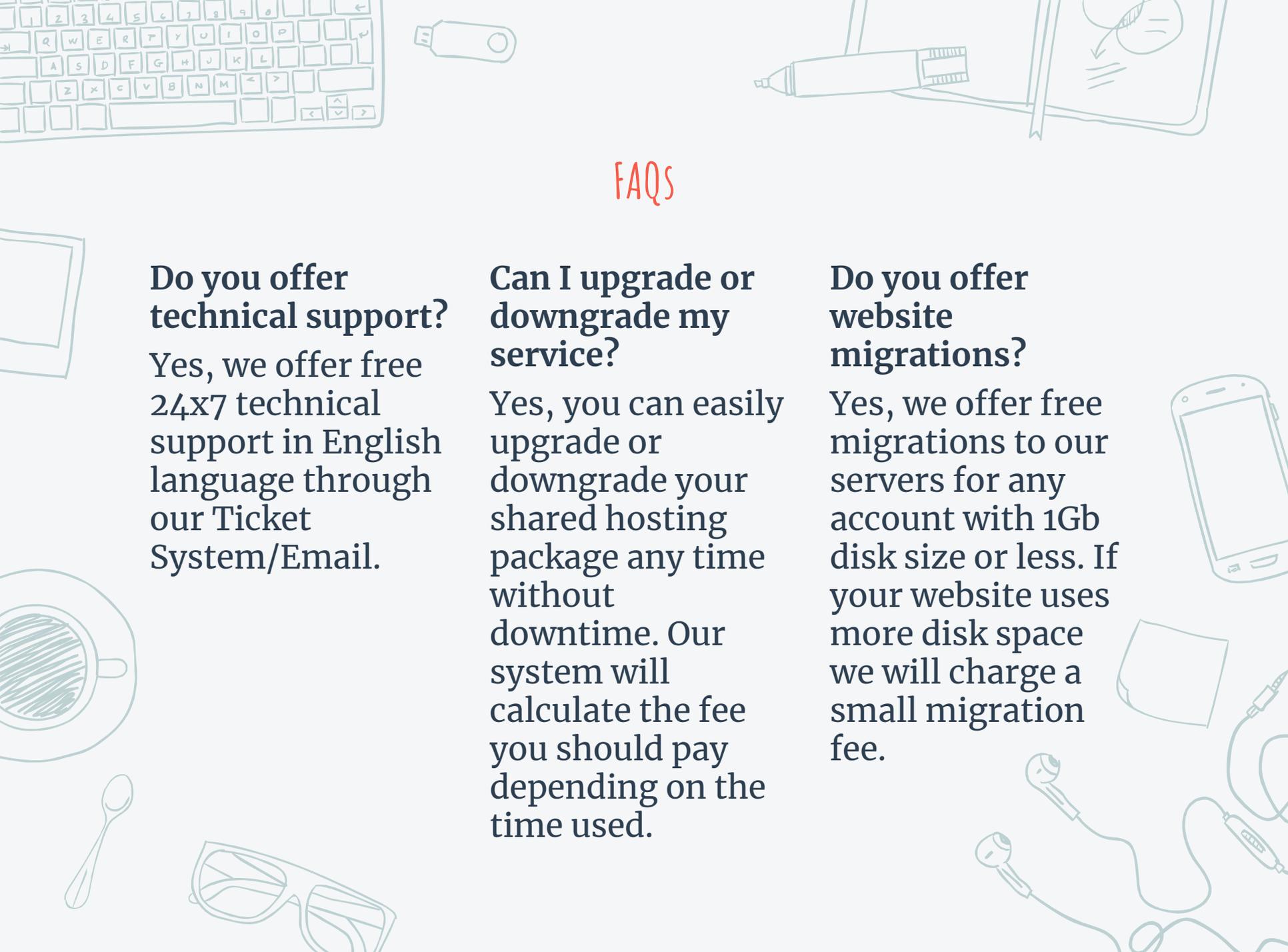
**Do you offer refunds or guarantees?**

Yes, we have a 30 days refund policy for all shared hosting accounts paid yearly. We also offer a 99.9% uptime guarantee.

**Do you offer free trials?**

Yes, please register in our website and contact our support team so we can open a free 7 days trial account.





## FAQS

### **Do you offer technical support?**

Yes, we offer free 24x7 technical support in English language through our Ticket System/Email.

### **Can I upgrade or downgrade my service?**

Yes, you can easily upgrade or downgrade your shared hosting package any time without downtime. Our system will calculate the fee you should pay depending on the time used.

### **Do you offer website migrations?**

Yes, we offer free migrations to our servers for any account with 1Gb disk size or less. If your website uses more disk space we will charge a small migration fee.



## FAQS



### **Do you offer backups?**

Yes, all our shared hosting plans (except for the lowest entry plan) have automatic generated backups stored in a third party cloud for extra safety.



### **Do you offer a website builder?**

Yes, we launched in 2017 a new platform so all our clients can make their own simple website. No coding required.

### **Can you install a script for me?**

We offer Softaculous, a tool that enabled you to install hundreds of scripts (including Wordpress, Drupal, etc) in just a couple of clicks.





## FAQS

**How long does it take to activate my account?**

To prevent fraud we check each order manually. This process may take from 5 minutes to 24 hours depending on our workload.

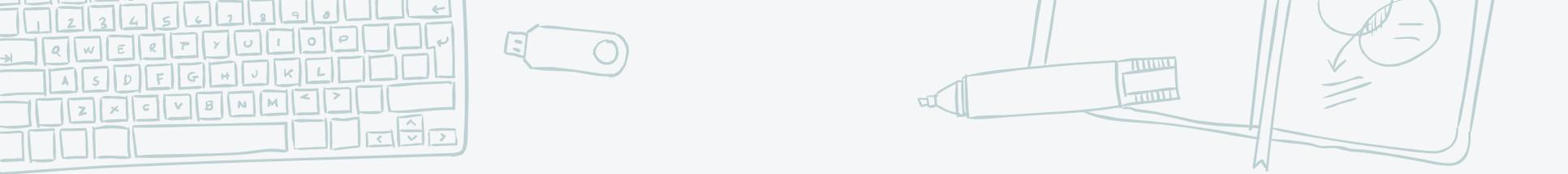
**Do you send invoices/receipts?**

Yes, by email attached as a PDF file each time we make a charge.

Our email invoices/receipts include your business information from your contact details.

**Do you offer Chinese receipts (FAPIAO)?**

Yes. If you need Chinese "FAPIAO" 发票, you need to pay extra 5% of the invoice value so we can cover costs of local courier etc. (Only available for Mainland customers).



## CAN I REGISTER A CHINESE DOMAIN?



### China

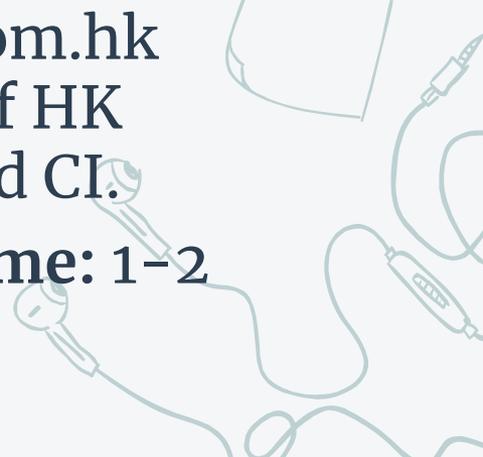
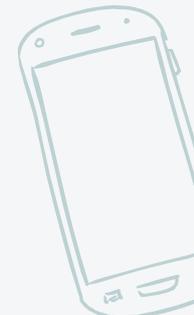
We offer domain registration services for .cn and .com.cn. We just need copy of a valid personal ID like passport of any country.

**Registration time: 2-3 business days.**



### Hong Kong (SAR)

We offer domain registration services for .hk and .com.hk. For .hk domains we need copy of a valid personal ID like passport of any country. For .com.hk we need copy of HK business BR and CI.



**Registration time: 1-2 business days.**



## WHAT IS THE ORDER PROCESS?



After payment is confirmed. We will send you an email with the new account information, invoice and any further information needed.

## MANAGED SHARED HOSTING MONTHLY FEE (HK DOLLARS\*)

	BEGINNER	PLUS	ENTERPRISE
Regular Drives	\$39.12	\$58.69	\$97.82
SSD Drives	\$64.56	\$97.16	\$129.77

- Currency Exchange Date: Nov, 2018



# MORE QUESTIONS?

Please send us an email to:  
[support@internetsolutions.hk](mailto:support@internetsolutions.hk)

THANK YOU

[WWW.INTERNETSOLUTIONS.HK](http://WWW.INTERNETSOLUTIONS.HK)

