HOSTING BUSINESS

SERVICE DOCUMENTATION & CLIENT GUIDE

Reliable Hosting solutions	**Secure** Best-practice protection	**Supported** Help when you need it

A clear overview of hosting services, onboarding, customer responsibilities, and support.

Business / Brand Name: _____

Website: _____

Contact Email: _____

Document Version: 1.0

1. About This Document

This document is a client-facing guide for a web hosting business. It explains the available hosting services, the information needed to start an order, the setup workflow, and basic support expectations. Replace the blank business details and confirm all package limits, prices, and policies before sharing it with customers.

2. Hosting Services

Service	Description
Shared Hosting	A practical option for personal websites, blogs, portfolios, and small business websites. Multiple customer accounts share server resources.
Reseller Hosting	Allows a customer or agency to create and manage separate hosting accounts for their own clients, subject to the reseller plan limits.
VPS Hosting	A virtual private server with allocated resources and greater configuration control. Suitable for projects that need more flexibility or dedicated resources.
WordPress Hosting	Hosting configured for WordPress websites, with a focus on compatible software, performance, backups, and security.
Domain & DNS Assistance	Help with domain connection, nameservers, DNS records, and pointing a domain to the hosting service, where included in the selected package.
Website Migration	Moving an existing website and database to the new hosting account, subject to compatibility and access requirements.

3. Common Hosting Features

• Control panel access, if included in the selected plan.

• Website and database hosting within the package's storage and resource limits.

• SSL support, subject to the plan and certificate availability.

• Email accounts, if included in the package.

• Backup service according to the published backup schedule and retention policy.

• Technical support through the business's stated support channels.

Important: Features, resource limits, backup frequency, uptime commitments, and support hours vary by package. Publish only the features your business can actually provide.

4. Order & Setup Process

1. Choose a plan: The customer selects the hosting type and package after reviewing its limits and terms.

2. Submit requirements: The customer provides the domain name, website platform, migration needs, and other relevant details.

3. Payment confirmation: The order is processed after payment is confirmed under the business's billing policy.

4. Account provisioning: The hosting account is created and the customer receives the required access details securely.

5. Domain connection: Nameservers or DNS records are updated when required. DNS propagation time can vary.

6. Website check: The customer or support team checks that the website, SSL, email, and key pages work as expected.

5. Information Required From Customers

• Full name and preferred contact email.

• Domain name and confirmation that the customer controls it.

• Selected hosting plan and any required add-ons.

• Website platform (WordPress, PHP, HTML, or another supported platform).

• For migration: current hosting provider, website files, database, and required access.

• Email hosting requirements, if email accounts are needed.

• Any special technical requirements or target launch date.

6. Security & Account Responsibilities

The hosting provider should protect its infrastructure, maintain supported server software, and communicate relevant service issues. Customers should use strong unique passwords, keep website software and plugins updated, remove unused accounts, and maintain independent copies of important website data.

Never send passwords in plain text through public messages. Use a secure password-sharing method, enable two-factor authentication where available, and change temporary credentials after setup.

7. Backups, Availability & Maintenance

Clearly state the backup schedule, retention period, restoration process, maintenance windows, and any applicable fees in your service terms. Backups should not be described as guaranteed unless the service agreement explicitly provides that commitment. Customers are encouraged to keep their own off-site backups.

8. Support Policy

Support item	Business policy (complete before publishing)
Support channel	Email / Ticket / Live Chat: _____
Support hours	Days and hours: _____
Typical response target	Response target: _____
Emergency support	Availability and fees: _____

9. Billing, Renewal & Cancellation

Add your own terms for billing cycles, renewal notices, late payments, suspension, cancellation, refunds, and domain renewals. Make these terms visible to customers before they purchase. Do not promise refunds or service levels that are not supported by your actual policy.

10. Customer Handover Checklist

■ Hosting account is active and package limits are explained.

■ Customer has received account access securely.

■ Domain and DNS settings have been checked, if applicable.

■ Website, SSL, and email have been tested where included.

■ Backup and support policies have been explained.

■ Customer knows how to contact support and renew the service.

11. Business Contact Details

Business Name: _____

Website: _____

Support Email: _____

Phone / WhatsApp: _____

Thank you for choosing our hosting services.

This is a general business documentation template, not a legal agreement or a guarantee of specific hosting performance. Customize it to match your actual infrastructure, package specifications, and published terms.