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Ruby on Rails Hosting Application

Thank you for choosing Ruby on Rails Hosting from Website in a Box (Pty) Ltd as your new hosting provider. Please complete the following form and fax a signed copy back to us to get your hosting setup and configured as quickly as possible.

Hosting Package

Package	Storage	POP Accounts	Price	Tick
Starter	25	5	R 65.00	
Get Going	50	10	R 88.00	
Professional	100	15	R 115.00	
Extreme	250	20	R 277.00	

All packages include 500MiB of data transfer, additional bandwidth is charged at R 0.13 per megabyte.

Domain

Your requested domain: _____
 This is new / existing domain. (We do not charge a transfer or setup fee for domains)

Email Addresses

Use the table below to list all the email addresses you require. In the "username" column, add only the portion of the email address before the @sign. If your email address is *ruby@example.com*, you only need to add *ruby*.

Username	Password	Username	Password

If you require a FREE fax to email service on any of your mailboxes, please mark the mailbox with an asterisk (*) and we'll give you a free fax number!

Required software

If you need any Ruby gems or other software installed in order to have a functioning website, please list them below. You can find a current list of installed gems on our website.

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Internet Cost Saving Provider

How we go about hosting Rails

Rails and gems

We'll install custom gems if you require them, and if you need newer versions of our gems we'll install them too. We'll try and keep older versions of gems on the server for as long as possible, and if we're going to remove a specific version of a gem we'll let everyone know well in advance.

As for Rails, we'll keep the older versions even longer, except if they pose a security threat to us and our clients (like Rails 1.1.5 did). We strongly recommend that you unpack your required version of Rails into your *vendor* directory as it is the only true way to guarantee that your development code base and production code base is identical, and behaves the same. We'll never apply patches to the Rails gems, or any of its four components. If you need patches, unpack Rails and apply the patches to your local copy.

Linux

We have a multi-tier server environment that is optimized for redundancy and performance. All our sites are hosted on a network storage server that is mirrored to another network storage server (if you have file locking issues in Ruby with more advanced file operations, please contact us for assistance). Databases run on separate servers from the application servers as well.

All clients have SSH access, and their applications run their own user. We try and keep our server software as stable as possible, and if need to change (or upgrade) any software everyone will be notified well in advance.

If it is found that you abuse your SSH access, we'll be forced to terminate your account without notice.

Running your Rails application

Currently we are using Apache's httpd to proxy requests to your application. Each client is assigned a unique TCP port on which their application must listen for requests. It is up to the client to decide whether to use lighttpd or mongrel to run their website.

We'll monitor the TCP port to make sure the application is alive and running, but you'll need to provide us with a script that we can execute as your user to restart the application if it becomes unresponsive. You'll be notified if we needed to restart the application, and it is all autonomous so you don't have to worry about checking if the site is up 4 o'clock in the morning.

Support

We'll help you as far as we can, but within reason. Quick tasks like setting up a deployment recipe for Capistrano, or configuring mongrel or creating a restart script that we can use is not an issue. Helping you fix bugs in your application is an issue, and we'll have to call in the big guns and you'll be liable for any charges incurred.

We'll share with you our ideas, and we'll take your criticism very seriously when given. Just as Rails is an ever evolving landscape, providing reliable shared hosting for Rails is even more demanding. We have no doubts that we'll tweak our approach several times over in the coming years, but we'll involve everyone along the way to make we have a reliable configuration, and that your websites become the ultimate success.

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Terms & Conditions

- Payment by debit order only
- Failure to settle the invoice in full may result in downtime of services rendered to the client until payment has been received and confirmed. (I also agree to pay any additional cost that Website in a Box (Pty) Ltd would encounter to collect any outstanding payments). I Understand if my debit order gets returned for any reason I will pay a R50-00 penalty
- By signing this document, I understand that the services will be rendered for the period of twelve (12) months
- The client will still remain liable for the monthly payment even if the client decide to move the services to another Internet Service Provider. The contract can be cancelled by paying the outstanding amount on the remainder of the contract in full. Until such time, the client is still bound by the terms and conditions of this contract.
- Cancellation of services must be done in writing. Services will only be cancelled after any outstanding amounts on the clients' statement has been received and confirmed.
- Website in a Box (Pty) Ltd permits authorized users with unlimited access to its system. Idle time, non-dialup-use, and use of system resources not directly related to interactive dialup-access (including, but not limited, use of disk space and CPU time) may be restricted or may incur additional charges.
- Website in a Box (Pty) Ltd will not be liable to the subscriber nor to any associated party for damages, incidental or consequential, of any nature whatsoever.
- The subscriber shall not resell or make availability to any third party such as services they might receive from Website in a Box (Pty) Ltd.
- Website in a Box (Pty) Ltd reserves the right to with hold access for overdue accounts, while the subscriber shall continue to be liable for the services until the 30 days notice in writing was received and confirmed by Website in a Box (Pty) Ltd
- Only registered users and or subscribers are authorized to use the services from Website in a Box (Pty) Ltd
- You acknowledge that Website in a Box (Pty) Ltd cannot be held responsible for any loss of data from the incorrect use of your account
- You acknowledge that Website in a Box (Pty) Ltd will make periodic backups of your data in order to be able to restore your service the case of a major catastrophe that
- You acknowledge that you will not use the services offered by Website in a Box (Pty) Ltd for any malicious acts, including (but not limited to) promoting violence, racism, the extortion of minors, spam, viruses, spyware or malware, or any other activities deemed harmful by Website in a Box (Pty) Ltd and its users. We reserve the right to cancel your account without notice should you be in breach of this clause

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Applicant Information

Please complete the following form in legible block letters and fax a signed copy of the entire document to 086 6000 777.

Fields marked with a single asterisk () are required for individuals*

*Fields marked with a double asterisk (**) are required for businesses*

Title	_____	First name	_____
Initials	_____	Last name	_____
ID Number *	_____	Reg No **	_____

Company Name _____

Postal Address	_____	Physical Address	_____
	_____		_____
	_____		_____
Code	_____	Code	_____

Technical Contact

Name _____

Mobile _____

Email _____

Accounts Contact

Name _____

Phone _____

Fax _____

Email _____

Debit Order Instructions (Bank Account)

Banking Institution	_____	Account Number	_____
Branch Name	_____	Branch Code	_____
Account Type	_____	Cheques Signature	_____

Debit Order Instruction (Credit Card)

Name on card	_____	Card Number	_____
VISA or Master	_____	Expire Date	_____
		Signature on Card	_____

I, _____ (full name), I.D Number _____ hereby authorize Website in a Box (Pty) Ltd to create and setup my services as mentioned above in terms of the Ruby on Rails Hosting Application package. I hereby agree to settle the above mentioned costs as per the Terms & Conditions section of this document. I hereby agree that I have read and understood the Terms and Conditions section of this document. I authorize Bank Link to make debit order deductions on behalf of Website in a Box (Pty) Ltd. All Prices are excluding VAT.

Signature: _____ Date: _____

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