



## Knowledge:

---

### Domain

#### 1. What is Domain name?

---

Domain names are used to identify one or more Internet Protocol (IP) addresses. Domain names are used in Uniform Resource Locators (URLs) to identify Website pages. For example, in the URL <http://www.wikipedia.com/> - the domain name is wikipedia.com.

Every domain name has a suffix that indicates which Top-Level Domain (TLD) it belongs to. There are only a limited number of such domains. For example:

**.gov** - Government agencies **.edu** - educational institutions **.org** - Organizations (nonprofit)  
**.mil** – Military **.com** - commercial business **.net** - Network organizations **.ca** - Canada  
**.uk**- United Kingdom **.za** – South Africa **.hk** –Hong Kong.

Because the Internet is based on IP addresses, not domain names, every Web server require a Domain Name System (DNS) server to translate domain names into IP addresses.

#### 2. How can I choose better domain name for my website?

---

Just like choosing a company brand or name, to get a very good domain name requires a lot of attention and thoughtfulness. Knowing well that any domain name you choose to register will be your identity on the web; Opikom give you these simple tips:

- Do a little bit of homework – research online to find out if it's available or taken already.
- Choose a domain name that not only fits your business but is also easy to find and promote.
- Make it simple and easy to remember, this also helps SEO process ([checkout here](#))
- Be it short, longer domains are bulky and don't fit in today's simplified world
- Choose domain names according to your locations to sell better
- Remember to choose domain names that represent keywords of your services/business
- Don't use numbers and other characters, since this is always difficult for clients to remember.
- Use appropriate extension; according to your service categories (.org, .com, .net, .club etc)

[More info.](#)

3. **How do I protect my purchase domain name?** By To prevent unauthorized transfers to another registrar, lock your domain name from within your account. To help prevent your domain name from being moved out of your account, consider purchasing Protected Registration. Opikom help all clients to protect their domain name after purchase.
4. **Can I purchase domain name just to keep it even if I am not ready to use it soon?** Yes.
5. **What if my desired domain name is already purchased is there a way, I can get to use it again?**  
The only way you can get to use it is to buy it back if it is on sale. If the clients who registered the domain already protected it and uses it, there is no way you can be able to use the same domain name. Alternatively, you can register the same name with a different extension that isn't taken yet; .net, .org. or .info



6. **How can I get a domain with a country name extension?** We easily help you get just that, let us know which country name extension you intend to use.

## Hosting

### 1. What is Hosting?

Web hosting is a service that allows organizations and individuals to post a website or web page onto the Internet. A web host, or web hosting service provider, is a business that provides the technologies and services needed for the website or webpage to be viewed in the Internet. Websites are hosted, or stored, on special computers called servers.

### 2. What does Hosting basically do for my website?

When Internet users want to view your website, all they need to do is type your website address or domain into their browser. Their computer will then connect to your server and your WebPages which is hosted or stored with the hosting company will be delivered to them through the browser.

Remember that most hosting companies require that you own your domain to host with them. If you do not have a domain, Opikom will help easily to purchase one.

### 3. Why choosing the best Hosting is vital for my website?

- **Performance:** hosting Company that always works on fine tuning their software and hardware by their in-house experts.  
Normally, highly priced Hosting comes with options that reduces latency in web requests and responses and leads to faster display of your web pages.
- **Green / Environment focus:** Hosting who are in partnership with [Carbonfund.org](http://Carbonfund.org), tends to have their focus on protecting the environment for future generations and thus incur higher operational costs that are environmentally friendly. There they normally charge higher prices than their counterpart.
- **Customer Support:** Hosting that offers 24/7/365 customer's support. Having options to live-chat or speaking to a real person at any time. They should be able to support technicians knowledgeable enough helpful and patient.
- **Reliability & Uptime:** Hosting Claiming 99.9% if less than that should be above 89.9% uptime, normally are highly priced since they maintain real time testing showing almost picked up of no downtime at all.
- **Technology:** Hosting that is completely up to date on the required websites cutting edge technologies such as Apache, PHP, Python, PERL, Node.js, Git, Ruby, MySQL, PostgreSQL, SSH & rsync
- **Security:** In addition to providing a secure hosting platform, Hosting must off SSL certificates services, **SFTP** and **SSH**:

4. **Is there a free Hosting site for my types of website package?** Let us know about your website types then we can advice you accordingly. There are limited offers for certain types of organizations that are given free hosting with some hosting companies.

## Costs



### 1. **What is the cheapest domain cost?**

The retail price can be anywhere from \$10 for (.).net, one of the cheapest, to over \$100 for some of the obscure ones like (.).travel.

Also know that price depends according to the value of the name you choose. As buyers know that Registrars vary in price service, ease of use, management system and more.

### 2. **Who decides on the price of a domain?**

Domain pricing policy can seem cryptic to the average registrant. There are several parties involved. I like listing them to help people understand:

- **ICANN** (and other policy or regulatory bodies around the world)
- **Registries, Registrars, Registrants**

**ICANN** (The Internet Corporation for Assigned Names and Numbers) is a private corporation recognized by the US Department of Commerce and, more recently, other country regulatory & policy bodies around the world, to manage and coordinate the successful operation of Top-Level Domain (**TLDs**) Names.

**Registries**, such as Verisign, Afiliast, Neustar, and CentralNic operate TLDs at the very base level, setting wholesale prices and operating the root databases for each TLD. They generally set their prices only after notifying ICANN and receiving approval. Changes must generally be approved by ICANN as well.

Although there are exceptions, **Registries** are considered the wholesalers of the domain name business and mostly deal with **Registrars**. **Registrars** deal with the public at large and could be considered the retailers of the domain name business dealing with individuals, businesses, and other end users around the world.

**In summary**, **Registries**, with the approval of ICANN set wholesale prices (at any amount depending on their business models). ICANN doesn't try to tell a registry how much they should charge. They do, however, try to encourage competition.

**Registrars** are allowed to mark up TLDs by whatever margin they think the market will bear. There are over 1000 ICANN Accredited Registrars around the world offering retail domain name registration to end users. It's a very competitive business and tough for a registrar to price their domains with high margins. After all, the competition is only a click away.

There are **Registrants**, who are the end users who use these domain names for their business or personal use. A good segment of registrants are "domainers" who buy, sell, and trade domain names in the **aftermarket**. This is a robust part of the business that includes buyers, sellers, and brokers like BuyDomains(.).com, Afternic(.).com, DomainOutlet(.).com, and others.

These registrants can charge whatever they think the market will bear. One of the best authorities on aftermarket domains is Ron Jackson, who runs DNJournal(.).com.

**3. What is the cheapest hosting cost per month?**

Hosting cost varies depending on the company that you choose and their value and space. Hosting with limited space is relatively of low costs compared to hosting that gives you unlimited space for your website.

Cheapest hosting cost from \$ 3.75/month to \$ 30/month.

Beware of very cheap domain hosting offers; they come with a string attached to it. Many can give you cheapest offer for one year, but once its time for renewal you get charged double the price.

Opikom offers you the best inexpensive hosting giant with a stable fix renewal cost.

**4. What is the cheapest hosting cost per year?**

Ranges from \$ 14 to \$100+ per year depending on your host company

Opikom makes its client host only with company that offers a "Price Lock Guarantee". This means that at renewal, you will get the same price as when you first signed up.

**5. What determine the differences in the hosting prices?**

- **Performance:** hosting Company that always works on fine tuning their software and hardware by their in-house experts.  
Normally, highly priced Hosting comes with options that reduces latency in web requests and responses and leads to faster display of your web pages.
- **Green / Environment focus:** Hosting who are in partnership with [Carbonfund.org](http://Carbonfund.org), tends to have their focus on protecting the environment for future generations and thus incur higher operational costs that are environmentally friendly. There they normally charge higher prices than their counterpart.
- **Customer Support:** Hosting that offers 24/7/365 customer's support. Having options to live-chat or speaking to a real person at any time. They should be able to support technicians knowledgeable enough helpful and patient.
- **Reliability & Uptime:** Hosting Claiming 99.9% if less than that should be above 89.9% uptime, normally are highly priced since they maintain real time testing showing almost picked up of no downtime at all.
- **Technology:** Hosting that is completely up to date on the required websites cutting edge technologies such as; Apache, PHP, Python, PERL, Node.js, Git, Ruby, MySQL, PostgreSQL, SSH & rsync
- **Security:** In addition to providing a secure hosting platform, Hosting must off SSL certificates services, **SFTP** and **SSH**:

**6. Does Opikom charge separate price for Hosting and for domain?**

For customers who buy Opikom Website design packages, the price is inclusive of Domain and Hosting costs.

In a situation where customer want to use different hosting and domain registrar, they will have to pay extra cost for the purchase of their domain name from such registrar and buy hosting from their desired provider without Opikom's intervention

**7. Does all the website package at Opikom includes domain and Hosting costs?**

Yes, all website packages opikom offers includes the cost of Domain name and Hosting for 1 year.

**8. Are the costs for website packages payable once or annually?**

The stated cost for the website packages is one-time payment.



Annual costs are chargeable depending on the renewal sequence.

**For example**, if the hosting price for 1Year is \$ 40, Customer will just pay that cost once every year to maintain their website live.

Alternatively, customer who bought domain hosting for more than 1 year are not entitle to any charges till their expiry time approach.

#### 9. **What are the costs of maintenance and updates by opikom?**

Updates and maintenance are chargeable per hour and the scope and types of update determine the hourly rate.

Flat rate 25\$ Per Hour

For Complicated project that requires coding \$30 Per Hour.

**Got more costs questions - [Write us here](#)**

### **Packages**

#### 1. **What is the advantage of Dynamic website over Static website?**

- Dynamic package support large websites, since they are easier to maintain than static websites.
- Easy to manage, not like static web pages that is loaded with fix content, meaning they must be manually opened, edited, and published whenever a change is made.
- To alter information on, the Webmaster may only need to update the database record. This is not the case with static page.
- Dynamic packages can perfectly fit commercial business owners who require hundreds of web pages that static package can't handle.
- With Dynamic Package it's possible for you to assign multiple users to update the content of a website without editing the layout of the pages.

#### 2. **What is a responsive websites packages?**

Responsive Web design is the approach that suggests that **design** and development should respond to the user's behavior and environment based on screen size, platform and orientation. The practice consists of a mix of flexible grids and layouts, images and an intelligent use of CSS media queries.

As the user switches from their laptop to iPad, the website should automatically switch to accommodate for resolution, image size and scripting abilities. In other words, the website should have the technology to automatically respond to the user's preferences. This would eliminate the need for a different design and development phase for each new gadget on the market.

#### 3. **Which packages are suitable for commercial purposes?**

Commercial websites require Dynamic or Responsive designs to handle customer's interactions, sales, and other integration options.

#### 4. **Which package is fitting for small start-up company?**

Depending on the size of your start-up, Dynamic or responsive is recommended if you are looking forward to expanding your services and coverage. However, you can chose Static+ package also.

#### 5. **I don't know which package is good for me –How can I chose?**



[Let's help](#) you make the best choice – [tell us](#) what you want to create your website for

**6. Do static websites allow visitors to leave comments on my website or not?**

Static 5Page Package doesn't have that option.

However, Static+ Package can allow comments on specific pages or all pages. You chose which page you want your visitors to be able to comment on your website. Opikom recommends allowing comments on blog posts instead of website pages.

### **Updates and Maintenance Add-ons**

**1. What are the lists of add-ons bundled with Opikom website packages:**

- Additional Page creation
- Custom Graphic Sliders or its graphic designs
- Custom Blog set up
- Custom scripting and programming solutions – on consultations.
- Image Gallery set up
- Social profile set ups - Facebook, Instagram, LinkedIn, Twitter, You Tube
- E-commerce set up – Cart to client processing
- Membership Functionality
- Form Creation
- Image Manipulations
- Video page
- Site Security set up (SSL)
- Commerce Product add and uploads

**2. How can instantly request for updates on my website?**

Use our contact details [here](#) or WhatsApp us directly on +85262300716 to give us your website details and we can arrange to update your website instantly.

**3. What if I want to manage updating my website myself?**

4. Use our contact details [here](#) or call us directly on +85262300716 to explain to us your needs and we can arrange to help you get started managing your site by yourself.

### **Engagement/social media**

**1. How can I link my website to Facebook, twitter, Google+, Instagram, WhatsApp etc.?**

If your website package is Dynamic or Responsive, you can request Opikom to integrated your existing social network profiles into your website instantly.

**2. Does all website packages at Opikom linkable to any social media?**

No, only Dynamic and Responsive Packages have that option.

**3. How can I keep my website actively posted without contacting Opikom to do the posting for me?**

Inform Opikom to create and enable "email publishing" options to your news or blog page.