

Crooked Stick Developer Network FAQ

How does it work?

- Hosting Services
 - Multiple Domains, Sub Domains, Mapping and Forwarding
 - Email accounts
 - Email AntiSpam / Virus Scanning
 - Databases (access, ms sql)
 - Online account management / set-up
 - Statistics
 - Anything else you need to make your clients website work! (please don't ask us about search engine crap...)
- Domain Name registration
 - through Open SRS / Tucows
 - .com, .net, .org, .info, .biz
 - .ca
 - .co.uk, .org.uk
- Content / Product Management Applications
 - Shopping Cart
 - Email list management
 - News / photo management
 - Online polls
- Software support and design
 - Custom solutions
 - Private labelling
- Tier 2 customer service
 - Available for developer questions through our online support system.

That sounds great, but how does it work?

Once you sign up, as a member of the CSDN (our one-time fee of only \$9.99 is pretty reasonable!), you can log-on to your developer updatepanel, and start using the services mentioned above.

All of the services that you set-up either for yourself, or your clients, are billed on a daily basis to your developer account. There will be more information on billing, later in this document.

What is Tier 2 customer support?

Tier 2 customer support provides you with access to our customer support representatives for your developer support needs. Essentially, your customers deal with you, but if there is a problem you need assistance with, you contact us, and then relay the solution to your customer. Tier 2 customer support, ensures that the relationship is entirely between you (the developer) and your customer.

CSDN exists to support web developers, and we will try and answer your questions – no matter what they are. From coding questions to set-up inquiries, we will assist you as quickly and completely as possible.

Who's my account rep? Why do I need one?

Since we are communicating with fewer customers than with our direct model, we assign a developer relations manager to each and every developer. This representative, will work with you to make sure we are providing you with the services that meet your business and clients needs.

How do I get billed?

As a developer, you are charged in two ways – one time set-up charges, and ongoing usage charges. The billing method for set-up charges is pretty simple – they are charged to your account, as they are incurred. Specifics on these charges are included in the accompanying pricing structure document.

Your usage charges are calculated on a daily basis, based on a monthly rate. This means that on a daily basis we calculate the number of email accounts (pop and forwarding), storage mega-bytes (standard and database) and transfer mega-bytes that you used in the previous 24 hours, than we multiply these numbers by the daily rate applicable to your usage, based on our accompanying pricing chart. An example of this calculation would be as follows, and is based on our October 2004 pricing chart.

Total Standard Storage for previous 24 hours: **18.8 MB (0.31)**
Total Database Storage for previous 24 hours: **12.6 MB (0.25)**
Total Transferred for previous 24 hours: **56.2 MB (.39)**
Total # of active POP email addresses for previous 24 hours: **19 (0.54)**
Total # of active forwarding email addresses for previous 24 hours: **7 (0.12)**

Total billable to developer for previous 24 hours: \$1.61

Theses charges were calculated based on the following monthly rates:

Standard Storage: \$0.5 / mb
Database Storage: (0-100 MB) \$0.6
Transfer / Bandwidth: (0-10000 MB) \$0.007
POP email addresses: (0-10) \$0.9 (11-50) \$0.08

How do I pay?

There are 2 options for payment:

1) Pre-paid debit account

You have an account with Crooked Stick to which you make payments on an as needed basis. The amount of your payment is credited to your account, and then is available for your use. Your one-time fees, and usage fees are debited from this account on a daily basis. It is up to you to make sure that this account has sufficient funds to cover your daily charges, in order to prevent service interruption to you and your clients.

2) Pre-authorized credit card.

Crooked Stick will charge your credit card on a weekly basis with the amount of your daily charges. In the event that your daily charges are less than \$10, your daily charges will accumulate until they reach or exceed \$10, at which point your credit card account will be charged.

How do my customers pay?

You can charge and bill your customers in whatever manner suits your companies' needs. Many developers offer "hosting-packages" to their clients. This is one of the main benefits of the CSDN model – since you only pay for what is actually used, you can provide your customers with standard packages, but since quite often these hosting packages are under-utilized, you will be charged much less than what you charge your customers.

I don't want to charge my customers – your in the hosting business not me!

You can still be a member of the CrookedStick developer network and manage your customers from one central account and your customers will be set-up as regular updatepanel customers. Just tell your developer relations manager that you would prefer to have your customers deal directly with CrookedStick / updatepanel when it comes to billing.

I have many more questions, I can't believe they're not asked frequently! What do I do?

For more information on CSDN, please contact a developer relations manager at 1-800-764-1437 or fill out a sales request form at www.crookedstick.com. If you are already a member of CSDN, please contact your manager, and they will be happy to answer or find out an answer to whatever question (s) you may have.