

NATIONAL TELECOMMUNICATION CORPORATION
Ministry of Information Technology
Government of Pakistan

WEBHOSTING SUBSCRIPTION FORM

Date: _____

Chose the appropriate service Webhosting DNS Parking

Tick the platform required IIS Apache

URL: <http://www.> _____ Web Space Required (MB): _____

Scripting Support: ASP PHP HTML ASP.net

Database Support: MS Access MS SQL Server MySQL

Database Space Required (MB): _____

Note:

1. The web space mentioned here would be restricted and will not be changed without the prior notice of the technical contact person of the organization.
2. Provide a copy of website recorded on CD.
3. Domain name registration is the responsibility of the customer.

BILLING/ORGANIZATION DETAIL

Name: _____

Ministry/Division: _____

Address: _____ City: _____

Billing Address: _____ City: _____

NIC No. (of billing person): _____

(Signature)

Official Stamp

Note: Provide a photocopy of NIC card.

TECHNICAL CONTACT

Mr./Mrs./Ms. _____

Designation: _____ Department: _____

NIC No.: _____

Mother Name: _____

Residence Address: _____ City: _____

Telephone (Off): _____ Telephone (Res): _____ Fax No.: _____

Cell No.: _____ E-mail: _____

(Signature

)

Official Stamp

Note: Provide a photocopy of NIC card.

FTP ACCOUNT DETAIL (If required)

FTP account Name: _____ Static IP: _____

Note: The password will be sent to the technical contact person via email.

E-MAIL ACCOUNTS DETAIL (If required)

Total accounts (digits): _____

Note:

1. Please attach list of required e-mail accounts with following fields:
 - a) Serial No b) Name c) Designation
2. Password can be changed through our website <http://www.ntc.net.pk>.

FOR OFFICIAL USE ONLY (To be filled by NTC)

Form No.: _____ Date of receipt: _____ File No.: _____

Name Server: Primary: _____ Secondary: _____

Platform: _____

Date of website hosting: _____ Date of e-mail accounts creation: _____

Address: NTC Regional-Headquarters, Sector F-5/1, Islamabad, Pakistan.

Support Center: 051-9209009, 051-9203822

Fax No.: 051-9201489

Support Email: isp@ntc.net.pk

Website: <http://www.ntc.net.pk>

Name:

Signature:

Stamp:

SOP FOR WEB-SITE HOSTING & EMAIL SERVICES

- **A formal request on company Official letter pad along with dully-filled Web-hosting forms i.e. FORM-A, B & C for Website hosting to NTC Web Portal. (Web-hosting forms are available at: [http://www.ntc.net.pk/customerDocs/Webhosting-Forms\(A-B-C\).pdf](http://www.ntc.net.pk/customerDocs/Webhosting-Forms(A-B-C).pdf))**
- **Upon receiving of request, NTC staff will create ftp account for data uploading (credential will be shared with customer via phone, moreover FTP will only be allowed from Static IPs), alternately customer can bring data to NTC on CD. Customer should make sure the Data is "virus free". Customer will be responsible for the integrity of FTP username and/or password. NTC will not be responsible in case for the breach of FTP login and/or password.**
- **NTC will conduct security scan to test the website vulnerabilities, if the web site is found feasible for hosting, NTC will issue the Demand-Note to the Customer. The Demand Note will bear 30 days expiry.**
- **The customer is also required to make 'Name-server' Changes at relevant registration authority for their respective Domain. Detail of NTC Name Servers will be communicated to customer when required.
Note: Any kind of record change in registration authority takes approximately 24 hours to propagate worldwide. It is therefore advised to carry out any such activity after written intimation to NTC one day ahead. NTC technical staff will always be available to facilitate its designated customers and can be approached any time on following numbers:**

051-9209009

051-9203822

- **Web-Hosting and email services will be enabled only after vetting of the paid demand note by AD (Revenue), 4th Floor, NTC HQs G-5/2 Islamabad. After completion of all requirements, Website will be launched at NTC Web Portal, consequently email services will also be provided. After successful hosting of website and email service customer will issue "OK/satisfaction" certificate to NTC.
Note: Customer is bound to take written NOC in case of shifting of services from NTC and official request is required in this regard.**
- **Customers will be responsible for the security of any scripts that are uploaded into their hosting space. Any disruption to the function of the web servers or breaches of security due to insecure scripts will cause immediate termination/suspension of customer account/services. Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct which leads to hacking or defacement of site will be responsibility of customer. Customer will ensure time to time conducting of vulnerability tests and correction of codes to avoid hacking and defacement.**
- **Customer will be responsible to take latest backup of their contents, NTC may ask for the data in case of disaster/emergency.**
- **Email accounts are intended to be used directly by the individual/company/organization associated with the domain that NTC host. It is strongly recommended to use an email program like Outlook Express to retrieve the email from the POP3 account and store the emails locally. Due to the ever changing nature of email, the email POP3 accounts are not backed up by NTC. NTC shall not be liable for any loss of email stored on the email server(s). Storage of received, sent and any other format of email is considered in determining the total disk space used for the account.**

Web Hosting / Domain Parking/ Mail Hosting Services Agreement

THIS AGREEMENT is made and entered between National Telecom Corporation, hereinafter referred to as NTC and the customer, who wishes to use web and Mail hosting and/or domain registration services of NTC in accordance with NTC's standard application overleaf.

NOW, THEREFORE, in consideration of the foregoing premises and the mutual covenants hereinafter set forth, the parties hereto agree to be legally bound and in consideration of the covenants and agreements contained herein, do hereby execute this instrument, with each party warranting their ability to enter into this agreement for the person or entity herein named overleaf as a party hereto:

1. SERVICE DESCRIPTION: As a Web/Mail hosting & domain name service provider, NTC provides dedicated and shared server computers which are integrated into the Internet. These server computers shall send and receive information in relationship to the World Wide Web. Customer wishes to connect a Web/Email site(s) to the World Wide Web utilizing the hardware and software resources of NTC to establish an Internet web presence on one of NTC's server computers.

1A. SPAM (unsolicited email): NTC has a strict NO SPAM policy. If a customer has any plans of sending out SPAM, regardless of what server/computer sends it out it, he should not continue with the order. Any account that ignores this policy and sends SPAM anyway will be terminated without notice and customer will not be entitled to any refund. By completing this contract, customer agrees that he has not sent any SPAM related to his site from any computer.

1B. ILLEGAL INFORMATION AND ACTIVITIES:

Users are responsible for any scripts that are uploaded into their hosting space and the security of such scripts. Any disruption to the function of the web servers or breaches of security due to insecure scripts will be cause for immediate termination of customer account. Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (e.g., CGI, Perl, HTML, ASP, etc), any negligence, willful misconduct which leads to hacking or defacement of site will be responsibility of customer. Customer will ensure time to time conducting of vulnerability tests and correction of codes to avoid hacking and defacement.

1C. EMAIL SERVICES: It is strongly recommended to use an email program like Outlook Express to retrieve the email from the POP3 account and store the emails locally. Due to the ever changing nature of email, the email POP3 accounts are not backed up. NTC shall not be liable for any loss of email stored on the email server(s). Storage of received, sent and any other format of email is considered in determining the total disk space used for the account

1D. FTP ACCOUNTS: FTP will be allowed only from Static IPs, which will be bind in Firewall and will be used to upload data in respective website folder assigned to the customer. Detail of Static IP will be provided by customer. Moreover customer will be responsible of the integrity of FTP username and password.

2. PAYMENT: NTC charges for Web and mail hosting and domain name registration services on yearly advance basis and are billed accordingly. Subsequent payments are due on the renewal date per the selected fee schedule. In the event that the Customer fails to pay for such services in advance in a timely manner, NTC shall be entitled to unilaterally terminate this Agreement and discontinue the service until payment is made. Any untoward charges related re-registration, set-up charges will be borne by the customer.

NTC reserves the right, in its sole discretion, to deactivate your account(s) without further warning upon an indication of credit problems including delinquent payments, or if this service contract is violated, or if Client's account or the traffic on this account causes any kind of network or server problem or disturbances.

3. MATERIAL AND INDEMNIFICATION: Client hereby agrees that all domain names and any material submitted for publication on NTC's server(s) through client's account(s) will not violate or infringe any copyright, trademark, patent, statutory, common law or proprietary rights of others, or contain anything libelous or harmful. Client hereby agrees to indemnify and hold harmless NTC for any claim resulting from the submission of illegal materials, any and all loss, cost, expense, and damages on account of any and all manner of claims, demands, actions, and proceedings that may be initiated against NTC on the grounds of such violation. Violations to NTC's Terms of Service will result in immediate account termination

4. CHANGES IN TERMS OF AGREEMENT: NTC reserves the right to make changes to the terms and conditions of this Agreement. It is the Customer's responsibility to periodically review the Web Hosting Contract and Terms of Service Agreement). Utilization of the service by the Customer following the effective date of such change shall constitute acceptance by the Customer of such change(s).

5. LOG FILES: NTC is not obligated in any way to keep logs of Web and FTP access. Log files for last 3 months usage for FTP and Web Hosting will be maintained on the request of the customer. Duration of availability of log files will be solely determined by NTC subject to availability of resources.

Signature of Customer:

Name:

Designation :