

# FAQs

(Frequently Asked Questions)

We realize that some of these questions and answers may be very basic for the advanced user. However, they are important enough that we opted to include them so that the novice or intermediate user might find the answer to that nagging question that no one else wants to answer!

Should you think of any questions that have not been covered here, please drop us an email. If we agree with you, we will be glad to include your question and the appropriate answer.

These are the most common questions that we have been asked:

- What is the World Wide Web?
- How can I use the Web?
- Do I need an Internet Connection to register a Domain?
- How will my customers know I'm on the Web?
- What is a Web Address?
- What is a Domain?
- What is the difference between a registration and a reservation?
- Why should I register a Web Address?
- Why should I reserve a Web Address?
- What do the COM, NET and ORG signify in a Web Address?
- Many business Web Addresses end in COM. Should I get my Web Address in COM too?
- What are the valid characters for a Web Address and how long can my Web Address be?
- Is the "http://www" part of the Web Address?
- How should I choose my Domain Name?
- Can anyone use my Name?
- Is my Domain tied to one Internet Vendor?
- Can I register my Domain for future use without making it active?
- What's the difference between a registration and a reservation?
- Can *ComCon* park my Domain Name until I am ready to use it?
- How do I get started?
- How much will it cost?
- What if I have special needs?
- How can I determine if the Web Address I want is available?
- What does "hosting" my Web Address mean?
- Does *ComCon* host Web sites?
- When will you send me my password, user ID and FTP address?
- Is *ComCon* just another, typical Internet Provider?
- Should I register my business on the Internet now?
- What should I do?

**What is the World Wide Web?**

**The Internet's World Wide Web has more daily circulation than the Wall Street Journal, New York Times and USA Today combined!**

**The Web is a massive global communications network that accommodates text, graphics, sound, and even video. It is designed to efficiently allow companies and institutions to distribute information to anyone, anywhere in the world.**

**As of January 1, 1995, there were an estimated 32 million Web users. This number is growing by 100% per year. Each day millions of individuals browse the Web looking for specific information. These people have substantial decision-making and purchasing power. By the year 2000, the Internet's Web will account for more than \$20 billion in commercial transactions, even if growth slows to half of its present rate!**

### **How can I use a Website?**

**You can use your Website (called a "domain") to introduce your products and services to potential customers around the world. In addition, your Web address can serve as your communications hub with e-mail, conference calling, and video sessions. Any information that can be placed on a computer can be put on the Web. Eventually, your Website can act as your network server. There is virtually no limit to the communications you can conduct through your website.**

### **Do I need an Internet Connection to register a Domain?**

**No! We can handle all of the registration details for you. Your domain name can be reserved indefinitely. But, you must act quickly. When you decide to activate your Internet site, your domain will be available.**

### **How will my customers know I'm on the Web?**

**When your website is designed and posted to our server you can list your site with a variety of Web index services known as Search Engines. These services allow you to place your site in specific categories that customers can look up. With the click of a mouse, customers can seek out your site and receive your information. Of course, you can also include your Web address on business cards, advertising and stationary. A well-designed Website can attract thousands of interested people. Our vast experience in establishing effective Web pages assures you of a fast, cost effective, professional job.**

### **What is a Web Address (domain name registration)?**

**Practically speaking, your Web Address (domain name) is the core of your Internet identity, your online brand. Your customers will remember this name and use it to find out about your products and services. Since no two parties can ever hold the same Web Address simultaneously, your Internet identity is totally unique.**

**Technically, a Web Address is an addressing method used for identifying and locating computers on the Internet. While computers use Internet Protocol (IP) numbers to locate each other on the Internet, people find them hard to remember. Therefore, Web Addresses were developed to permit the use of easily remembered words and phrases to identify**

**Internet addresses. For example, the Web Address [www.CommerceConnections.com](http://www.CommerceConnections.com) represents the company Commerce Connections. When you type [www.CommerceConnections.com](http://www.CommerceConnections.com) in a web browser or send e-mail to someone at [Someone@CommerceConnections.com](mailto:Someone@CommerceConnections.com), the Domain Name System (DNS) translates [CommerceConnections.com](http://CommerceConnections.com) into the IP numbers (128.121.214.94) used by the Internet and connects you to Commerce Connections.**

## **What is a Domain?**

**A domain is an Internet address that identifies your company as a resource. It is used to access your site. There are six primary domains:**

- **.COM = Commercial**
- **.EDU = Educational**
- **.GOV = Government**
- **.MIL = Military**
- **.NET = Network Provider**
- **.ORG = Organizational**

**Usually business and corporations adopt the .COM extension. Your domain can be used for e-mail, file transfers, secure communications, the World Wide Web, and several other applications.**

## **What is the difference between a registration and a reservation?**

**Both registrations and reservations are entries in our domain Name Registrar's database in which a Web Address is identified for your use as long as the registration or reservation is in effect. When you are ready to establish your online identity with a Website, you will need the name and number of at least two computers, known as hosts or name servers, so your customers can find you on the Internet. You may have these special computers in your organization, or you may need to arrange for name service with an Internet Service Provider (ISP) or Web hosting company such as Commerce Connections.**

**If you have already arranged for name service and are ready to put up your Website, you should register your Web Address. However, if you have not arranged for name service, Commerce Connections allows you to reserve your Web Address today, protecting your Internet identity and online brand until you are ready to use it.**

## **Why should I register a Web Address?**

**A Web Address is more than your Internet address, it's your Internet identity, your online brand. It puts you on the map of today's business world, opening your business to literally millions of users worldwide. When you register a Web Address, you'll join over 29.5 million others who are reaping the rewards of being online.**

## **Why should I reserve a Web Address?**

Even if you are not ready to do business on the Internet, you want to make sure that your online brand and identity are available for your use when you are ready.

## **What do COM, NET and ORG signify in a Web Address?**

COM, NET, and ORG are top-level domains in the hierarchical Domain Name System. These top-level domains are just underneath the "root", which is the start of the hierarchy.

Anyone may register Web Addresses in COM, NET, and ORG. In fact, the best way to protect the uniqueness of your online identity and brands is to register or reserve Web Addresses in all of the top-level domains.

## **I've noticed a lot of business Web Addresses end in .COM. Should I secure my Web Addresses in .COM too?**

Absolutely! .COM is the Web Address associated with business. From Fortune 500 companies and large corporations to home-based and small operations, over 18 million users worldwide are currently enjoying the benefits of a .COM address.

## **What are the valid characters for a Web Address and how long can my Web Address be?**

Letters and numbers are always valid characters in a Web Address. Hyphens may also be used, but may not begin nor end your Web Address. Spaces and special characters, such as exclamation points (!) and underscores (\_), are never permitted in Web Addresses.

Using *ComCon's* Domain Name Registrar (Melbourne IT), a Web Address can be up to 63 characters long, including the four characters used to identify the top-level domain .COM, .NET, .ORG or .EDU. On the other hand, InterNIC (Network Solutions) allows only 26 characters including the four characters used to identify the top-level domain.

## **Is the "http://www" part of the Web Address?**

No! "www." and "http://www" are not considered to be part of your Web Address. It is part of another type of Internet address used on the World Wide Web called a Universal Resource Locator (URL). A URL is used to describe the exact location of a specific resource on the Internet such as a specific Web page, computer, or database. Therefore, "example.com" is a valid Web Address containing 11 characters, but www.example.com or http://www.example.com are not.

## **How should I choose my Domain?**

Very carefully! :-). Generally your domain should incorporate your company name if possible. It should be ten or less characters long (but can be up to 63 characters long). For example, MYCOMPANY.COM where my company is your business name.

## **Can anyone use my Domain Name?**

**No! Once your Domain Name is registered to you, it cannot be used as another Internet domain. However, if you have not registered your name as a domain, anyone is free to do so. This is why it is important to secure the name you want now. However, recent legal actions imply there is no clear ownership of names or trademarks used as Internet domains.**

### **Is my Domain tied to one Internet Vendor?**

**No! You own your domain... not the vendor. However, there is an important distinction. Some vendors will rent you space on their domains. This is not the same as owning your own domain. When you have registered your domain, you are free to choose any network vendor, or to move from one vendor to another. That is why it is always preferable to have your own domain. Be very cautious with "Free" domain name registration. The Free registration vendor owns your domain name!**

### **Can I register my Domain for future use without making it active?**

**Yes. Commerce Connections provides this service for a one-time fee of \$25.00. This is in addition to the fees charged by the registration service (Melbourne IT). Your name is registered and parked for free, waiting for you to give us the go ahead to design your website and post it to our server. There is a one time fee of \$25.00 to activate (post) your domain name to our server.**

### **Can *ComCon* park my Domain Name until I am ready to use it?**

**Yes. We can park your domain name for free until you are ready to activate it. There is a one time fee of \$25.00 to activate (post) your domain name to one of our servers.**

### **How do I get started?**

**We can go to work for you almost immediately. Simply call our nation wide, toll free number (888) 638-9356 . We can take down the necessary information and begin your registration process within the same day. Next, we can establish a conference with you and your staff to begin designing your site to exactly meet your requirements... for now, and the future.**

### **How much will it cost?**

**Of course your presence on the Internet must be cost justified and cost effective. Commerce Connections understands this. We are noted for being very frugal with your money. We will give you an estimate on the basic design of your website and an hourly cost factor thereafter. No work is started until we have your approval to proceed. You will receive timely and complete billing for services rendered.**

### **What if I have special needs?**

**Special applications are where we really shine. From simple inquiry forms to very sophisticated bulletin boards... all the way to fully interactive capability, we can create the Internet services and provide the capacity you need.**

## **How can I determine if the Web Address I want is available?**

**It's easy to find out if the name you want is available. Simply enter your desired Web Address in the box on our "Find A Domain Name" page. We'll tell you if the name you want is available**

## **What does "hosting" my Web Address mean?**

**Every Web Address must reside on a host computer. At Commerce Connections we refer to this computer as a Domain Name Host. Domain Name Hosts are connected to the Internet and use special software to translate Web Addresses into the numerical addresses (Internet Protocol numbers) used by the Internet. When Internet users enter your Web Address into their browser bar, the Domain Name Host directs them to your Web site. Without it, your Web Address is invisible on the Internet.**

## **Does *ComCon* host Web sites?**

**Yes! Commerce Connections does host websites. However, our primary area of expertise is in providing you with your own Virtual Server.**

## **When will you send me my Password, User ID and FTP address?**

**You will receive your Password, User ID and FTP address as soon as we have received the Domain Name search, registration and posting fees and our hosting/virtual server agreement has been signed and accepted by Commerce Connections.**

## **Is *ComCon* just another, typical Internet Provider?**

**No! We are not the typical IP. We honestly care about you and how you appear to your customers on the Internet! An effective Website requires state-of-the-art hardware, software, and communications. Commerce Connections is part of the Internet backbone. This means you are dealing with a primary host that can serve other Internet Providers. Your advantage is that you have more capacity, virtually unlimited. You gain more control because you are dealing directly with the Web and Host Computer. You have more responsive service because Commerce Connections represents one-stop shopping.**

## **Should I register my business on the Internet now?**

**Yes, absolutely! This month alone, over sixteen thousand businesses will register on the Internet with their unique domain names. If you want to preserve your rights to the name you need, you should register now even if you do not intend to immediately develop your site. Why is this important? Companies like MTV (Music Television) and NBC (National Broadcasting Company) found themselves in litigation to secure their names for their Internet domain. But, just as significant, the Internet is a valuable resource that promises to bring you the most efficient methods for growing your business. There is no reason to wait.**

## **What should I do?**

**Dial 888-638-9356 toll free nationwide. We look forward to your call!**

**In advance, *Thank You!***

**Provided by: [www.CommerceConnections.com](http://www.CommerceConnections.com)**