InterServer Frequently Asked Questions

Full Details at: www.interserver.net

Does InterServer offer Windows or Linux hosting plans?
The company offers both Linux and Windows VPS plans.

What about hidden fees, cancellation?
We found no evidence of any hidden fees. You can cancel your contract without an exit fee on a month's notice.

I may need a powerful dedicated server, do they offer any dedicated plans?
Yes, InterServer offers managed dedicated servers, running Windows and Linux.

Will they throw in a free domain if I decide to sign up?
No, but you will get a discount on new domain registrations with the purchase of a hosting package. However, with a coupon you should be able to get a free domain.

I might need a new domain and I also need to transfer existing domains from my current host. Can they help me?
Yes, InterServer offers domain registration and transfer services.

Do they have a money-back guarantee? What's it like?
Shared hosting plans come with a 30-day money-back guarantee.

What about VPS plans and managed servers?
Cloud VPS hosting plans are available, running Linux or Windows. These plans also offer management on software installed by the host.

What sort of support do they provide? Is there a support hotline?
Phone support is available 24/7, along with live chat support and ticketing.

My English is not that good, so what languages is their customer service available in?
Customer service and support appears to be available only in English.

Where is the company located?
The company's offices are in Secaucus, New Jersey, US.

Where are InterServer's data centers located?
The company operates two data centers located in New Jersey. However, it claims to have additional capacity on three continents.

What programming languages do their shared plans support?
InterServer plans support CGI, PHP, Fast CGI, Ruby on Rails, Python and SSI.

I am interested in reseller plans. Do they have any?

Yes, InterServer offers five reseller plans.

Is an affiliate program available?

Yes. The company has an affiliate program and offers $100 commission per sale.

I run a few websites on different domains. Will they help me transfer them? Will I have to pay extra for support?

Yes, InterServer offers website migration at no extra cost.

I am planning on launching my first WordPress site soon. Is InterServer a good choice for people new to the industry?

The host offers a few entry-level plans that should meet your needs.

I plan to host multiple sites on shared hosting. Which plan should I choose?

All shared plans feature unlimited resources, but if you expect a lot of traffic, you the entry level plans may not be sufficient.

Can I build a website on my own without any coding? Do they offer site-builder software and other useful resources?

No site-builder software appears to be available.

I make WordPress sites for my customers, so I need to make sure their sites won't be hacked or brought down. What's the security like?

No detailed information on shared hosting security policies is available on their site.

What about e-commerce plans?

There are no plans specifically designed for e-commerce, but InterServer supports a number of e-commerce solutions, including Zen Cart and OS Commerce.

I already have a few Joomla sites and I need to migrate. Will they help me?

Yes. The company offers Joomla hosting and helps with migration free of charge.

If I sign up, I will need to transfer a few WordPress sites. Will they provide me with support?

Yes, you can expect free support.

I need SSL certificates – I accept credit card payments on my site and I want to secure them. Do they offer SSL certificates?

Yes, InterServer sells SSL certificates.

Are they a good choice for hosting a big image library on a shared server?

No. As per their SLA and TOS, Interhost may limit your shared account if you use it for file archives and image upload sites.

Do they offer Magento hosting plans? Will they help me transfer my existing Magento sites?

Yes, InterServer offers Magento hosting plans and Magento is available as a one-click install. You can count on free migration support.

What control panel do they use? cPanel?

InterServer uses cPanel and Plesk control panels.

What forms of payment do they accept? Do they take PayPal?

Yes, PayPal is supported, along with major credit cards.

What is InterServer's up-time guarantee? What about their prorate policy?

The company has a 99.5% uptime guarantee. In case of an outage, credits are made to customers on a case by case basis.

Do they offer any special security features?

No, the company does not market any special security features.

Do they have a CDN?

Interhost does not provide a Content Delivery Network (CDN) out of the box.

What billing cycles are available? I would like to pay monthly, is that possible?

Monthly payments are available, as well as quarterly, semiannual, annual, biennial and 3-year billing cycles.

What about their backup policy?

InterServer's TOS clearly state that the customer is responsible for backups.

I already have a few websites. If I choose to migrate, which package should I go for?

It depends on your bandwidth and storage requirements, but shared plans should be sufficient if you want to host a few small sites.

How many email addresses can I use? How much storage is available for email anyway?

There is no word on any limitations regarding the number of email addresses and storage on unlimited shared plans.

Are unlimited bandwidth and storage shared hosting plans really unlimited?

The host reserves the right to disable any application on your site that interferes with normal server operations. If you use more than 1GB of SSD storage, your site will be moved to SATA HDD storage.

What about discounts? I run a non-profit organization, will they help me out?

Yes, the host offers free shared hosting for non-profits registered in the US.

Can I get some free Adwords credit?

This host does not offer free Adwords credits.

What about video streaming? Are any of their packages suitable for streaming?

You cannot use shared plans for video streaming, so your only viable option is to get a dedicated server.