8 **Dirty Tricks** of the Web Hosting Industry

1. Server Hardware

Many hosting providers take low-end consumer desktop computers, install a server operating system, and sell these systems to less-informed clients as "servers". These consumer-grade systems simply aren't up to the job.

We use only business-grade, server-class hardware from different manufacturers including Supermicro, Compaq and Dell. We offer redundant power supplies, high-end SCSI disks with RAID options, multiple network cards, extra cooling, and tape backup drives. These options allow for reliability, uptime, and confidence.

2. Network Hardware

We have seen providers using home-office routers, switches, and hubs that can be bought at Best Buy or Circuit City for the majority of their network. This equipment limits performance, manageability, redundancy, and is generally of a lower build quality.

Our entire network backbone is composed of high-end routers and switches from Cisco. Our network is fully switched and redundant to provide for connectivity that is free of collisions and packet loss. Dual power supplies in our equipment keep our network up and running in case of hardware failure.

3. Network Connection

Many hosting providers advertise that they have OC-12s and OC-48s. Don't buy it. How many $19.95/mo hosts could really afford $100,000-300,000/mo in network connectivity? Simple answer: probably none. They're just inflating themselves to hide their shortcomings.

We provide access to the premium backbones of Uunet/WorldCom, Sprint, Cable & Wireless, AT&T, Verio and Qwest through private, low congestion BGP peering and connectivity by Internap. This allows us to offer a premium product at a fair price.

4. Bandwidth Quality

There's a new bandwidth provider offering bandwidth at a price less than 10% of what other providers are charging, but there's a catch – low network and peering quality. That means you have to settle for slow transfer speeds, packet loss, and unreliability.

Our bandwidth comes from the big-boys of bandwidth. They all have very high quality peering arrangements, ensuring that your data gets from point A to point B without jumping all over the country before it finds a peering point. You do get what you pay for.

5. Invisible Data Centers

Many mom-and-pop hosting providers operate out of a larger provider's data center. This is perfectly acceptable, but the practice of calling such a data center one's own should raise eyebrows. If a hosting provider is deceitful about whose data center their servers are located in, can you trust them about anything else they say?

We operate our own data center in downtown Chicago. With dual power grids, climate control, fire supression, surveillance and security, our data center helps keep all our clients extremely satisfied.

6. Monthly Data Transfer Charges

There has been a trend to charge "only $0.10 per megabyte!" or a similar dollar amount. What many people don't realize until it's too late is that $0.10/MB is $100/GB. A $800 surprise bill would put a dent in many peoples' budgets. Other providers may charge by *blocks of transfer*. For example, if you are alotted 10 GB/mo and use 15 GB/mo, you could be charged for a 25 GB block.

We only charge you for what you use, and at a fair price. Use 3 GB, pay for 3 GB. Use 293 GB, pay for 293 GB. We also let you monitor your data transfer use in real-time, so there are never any surprises at the end of the month.

7. Bandwidth Rate Limiting

Most server activity is between 9am and 7pm while people are at work or school. After hours, usage dips until the morning. Some providers *rate-limit* so you can only use x amount of bandwidth. For example, 40 GB/mo at some providers means that your connection is rate-limited to 0.125 Mbps, or roughly 10% of a cable modem. Not very fair, is it?

We never rate-limit clients unless they specifically request it. This means that visitors to our sites get the absolute fastest connections possible.

8. 24/7 Support

Providers who advertise 24/7 support are probably betting that nobody will bother to contact them at 3am. Other providers define 24/7 support as an email address with an auto-responder.

Because we operate our own data center, we understand the importance of true 24/7 support. You can call us at 3am and speak with someone with authority to make things happen. Day and night, our people make Tilted the best provider when you need support most.

Call us for more straight talk.

1 866 4 TILTED

tilted

We're here to serve you.