

# **Net Lifestyles FAQ**

## **Representative Questions:**

Can we receive a copy of the NLI representative agreement that we fill out online? **Yes** There are two ways this can be done. Prior to submitting the application simply select the print option from your browser or after submitting the online application, you will be brought to a printer friendly version of the application you just filled out.

What is the phone # for the pre-recorded call? **1.678.244.1836.**

What is the turn around time for ordering business products online? **7 to 10 business days from the business day the order was taken and payment received/verified.**

When will my wholesale website be ready after enrolling? **Upon NLI Corporate receiving a completed application with payment received/verified, your wholesale web site will be activated within 48-72 hours from the business day the application was processed.**

What is the time frame in receiving your NLI Distributor Kit? ? **Upon NLI Corporate receiving a completed application with payment received, your NLI Distributor Kit will be shipped to you in 7 to 10 business days from the business day the application was processed.**

Can we sell a wholesale site to a customer and have the NLI representative maintain it for a fee? **Yes.** Inform the customer that they are receiving a wholesale website and you will be charging for your time to maintain their website. Please note that a Distributor Kit must be delivered by NLI corporate to anyone who purchases a wholesale web site, regardless of the agreement made with his/her sponsor with regards to the maintenance of that site.

As an NLI executive, when will I receive a check for residuals business? **After a 90-day grace period and you have personally referred two executives and 10 Internet customers.**

How much is the annual renewal fee for a NLI executive? **\$180.**

What happens if a NLI executive in your downline does not renew? **They will no longer be an NLI Distributorship will be canceled.**

Is Joe Caldwell and Marty Hale available to do three way phone calls with large prospects and clients? **Yes, after using the website tools and your upline to assist in closing the prospect and/or client.**

If someone signs on and already has a web site hosted at another ISP, can they switch hosts? **Yes. Net Lifestyles, Inc. is their Total Internet Solutions Provider.**

What is the opportunity for people who already have hosting and ISP services in place? **With NLI they will be receiving commissions on their own service and be reselling their service provider, they will be a product of the product.**

I received a commission check for a \$97. I thought our Executive personal commission was \$100 for signing up a 'Qualified' Net Lifestyles wholesale web site customer. **All commission checks have a \$3.00 processing fee taken out of the total, hence the \$97.**

What form needs to be completed to become an Area Training Consultant? **Use the main "Sign-Up-Now" form and ONLY select the ATC option, deselecting the wholesale website option.**

## **Internet Access & Web Hosting Questions:**

How do your prices compare to the competition on DSL, T1, T3, etc? **NLI is extremely competitive on a National Scale. That is how we have become one of the largest privately owned ISP in the Country.**

Can I use MS FrontPage to create my site? **Yes.**

What is the cost of hosting a FrontPage web site? **It is \$30/mo for 25MEGS of space.**

**Weddingz.com Questions:**

How do we know when Weddingz.com will be advertising in our local area? [Contact Weddingz.com for their advertising schedule.](#)

Do we get paid for referring the \$9.95 advertising piece on Weddingz.com? [Yes](#)

**Advertising Questions:**

Can we get a hardcopy of the Net Lifestyles, Inc Logo for advertising? [Yes, it needs to be requested directly by emailing info@netlifestyles.com. Please note that NLI Corporate must approve the use of the Logo.](#)

Can we advertise on the Radio, Television, Newspaper, Billboards, and online? [Yes, the advertising piece in question must be approved by NLI corporate before release. Please submit for approval by emailing to info@netlifestyles.com.](#)

Is .net equal with .com in effectiveness for business use/advertising use? [Yes .net is for Internet companies and .com is for regular companies.](#)

**WebUnique Questions:**

Is there support access for the WebMaster tool? [Yes. Email: support@webunique.com](#)

How do you create or recreate online forms for NLI website? [Online forms are created by NLI corporate at \\$150 a form, this includes placing the form on the website.](#)

**Merchant Services Questions:**

How do you change a new or existing merchant service account over to a NLI merchant service account? Does the customer still use their existing equipment? [Complete the Merchant Service Account Form online and submit by faxing to 612.525.1562. The customer will be contacted directly by one of our NLI Merchant Service Professionals. Yes, the customer and use his/her existing equipment.](#)

**General Questions:**

Do we have the ability to provide private label credit cards? [Yes, once NLI gets large enough to warrant competitive credit card rates.](#)

Can the USI University courses be used as a continuing education credit? [Please consultant with the University and or College your looking to transfer these credits to.](#)

Is creation and updating of the \$245 wholesale web site completely the responsibility of the customer? [Yes](#)

How will you be able to handle the amount of wholesale, retail and custom websites being designed? [We currently have created or are servicing over 48,000 websites.](#)

What is the turnaround for a wholesale, retail and custom website? [Wholesale 72 hours, Retail 4 to 6 weeks and Custom is determined by the amount of work needing to be done.](#)

What differentiates US Internet from the competition? [We have better quality service and products at a lower cost to the customer. And most importantly you get paid!](#)

**Domain Name Questions:**

What is the URL to check out what domain names are available? [www.networksolutions.com](http://www.networksolutions.com).

What form needs to be complete to register a new domain name? [www.netlifestyles.net/orderforms/domainname.cfm](http://www.netlifestyles.net/orderforms/domainname.cfm).

What is the fee for registering a domain name? \$50.00 registration fee from Net Lifestyles, Inc. and \$70 two-year tax paid to Net Work Solution (the \$70 fee is collected via a notice in the mail and can be paid online).

Is it better for new clients to reserve their domain name through Net Lifestyles or register it themselves? It is quicker and easier for everyone to have Net Lifestyles, Inc. complete the entire process.

If a domain name is registered, is that person stuck with the domain name? You can choose not to pay Net Work Solution Fee's, which return the domain to public domain. In that case will save you their \$70 fee, but our \$50 is a one-time, non-refundable fee.

What is the current turn-around time for getting new domain setup to point to my Net Lifestyles, Inc. web site? If it is a new domain registration, generally 3 – 5 business days from the date the Domain Application was processed.

### **The WebMaster Tool:**

Does the WebUnique Guest Book directly send the comments to the email address that is indicated? Yes, the WebUnique Guest Book sends out an email to either the Administrative Email that was submitted on the Independent Representative application or the Net Lifestyles email address, if the Representative or Customer added Internet Access.

Can you put music on the home page, where if someone clicked on the site they would hear music playing in the background? 1<sup>st</sup> - You need to purchase the "Uploadable Files" accessory for your website, which allows you to upload various files. 2<sup>nd</sup> - Once you have uploaded this audio file, you will need to manually write the HTML code for what is called a 'Background Sound'. This is a feature that will play an audio element in the background while someone views your website. This activates automatically once the person hits your site. Currently Internet Explorer is the only browser that supports this feature, so it wouldn't work for others who are using other web browsers. It wouldn't forbid a person from viewing your site; they just wouldn't hear the music.

Is there a way to increase the width and height of the area where top banners are inserted into our websites? For now no. This size is fixed to accommodate the industry standard for monitor settings and sizes.

Are there any limitations to how many pictures you can have on a wholesale website? No, as long as the pictures are being scanned and uploaded by the customer?