

WHAT DO YOU NEED TO KNOW

GUIDE: DISCONTINUATION OF SHARED HOSTING SERVICES

Effective 31st December 2023

INTRODUCTION

Following the announcement made by IP ServerOne to discontinue and terminate the Shared Hosting services, IP ServerOne has come up with this guide to better equip you with the steps moving forward.

You can find the following in this guide.:

1. Hosting options you can choose

2. Plans and pricing

3. Overview of the migration process

4. Frequently Asked Questions (FAQ)

HOSTING OPTIONS:

We have designed 3 types of NovaCloud Hosting for your consideration and if none of the plans suits your business needs, just connect with our Cloud Specialist at cs@ipserverone.com and we can customize the hosting solution to just what you need. More info here: <https://www.ipserverone.com/novacloud/>

Types of Plan	Types of Plan	Types of Plan
BASIC C1	LITE C1	PLUS C2
<p>Subscription Recommendation</p> <p>Suitable for static websites and low-traffic usage.</p> <p>*Recommended to users with current SME Hosting and Linux Hosting (less than 100GB)</p>	<p>Subscription Recommendation</p> <p>Suitable for users with a high email usage and load, as well as those who require more storage.</p>	<p>Subscription Recommendation</p> <p>Suitable for e-commerce or reseller customers who require more memory and better performance.</p>

How does NovaCloud help your Business Continuity and Digitalization?

01

Business Continuity

With our guaranteed 99.9% SLA uptimes and high availability cloud feature, you can conduct business without interruption. At the same time, we ensure data redundancy with our automated backup.

02

Ease of Operation

Remotely accessible at anytime anywhere, while our instant scalability feature allows users to easily scale up and down the resources to accommodate website traffic during promo launch days or higher email or usage loads.

03

Latest Infra and Tech

Delivering reliability with our ISO-certified cloud infrastructure and industry practices. Our experts work continuously to improve our cloud technology and the user experience.

04

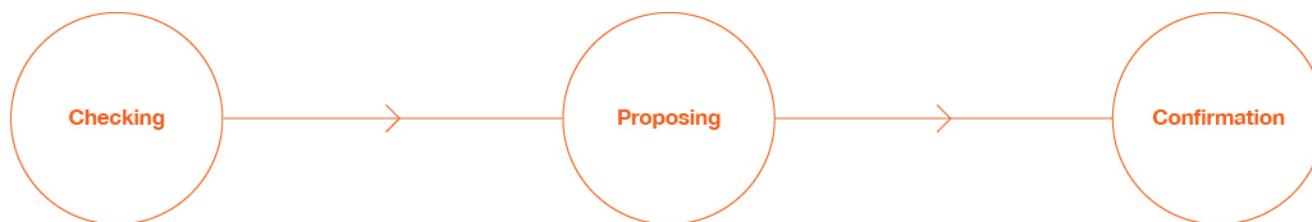
Cost-Effective Digitalization

We will design and implement the best cloud solution suiting your business's visions. There is no need for huge investments in hardware, extra office spaces, or manpower.

MIGRATION PROCESS

Whether you decide to move to the cloud with us or wish to transfer from IP ServerOne to another hosting provider, we will be there at every step of the migration process. Migration fee varies depending on the size of the data and the complication of migration.

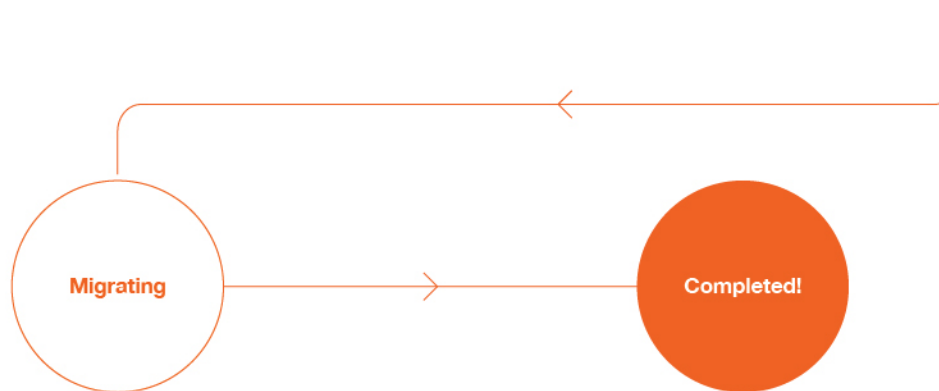
Here is the overview migration process from Shared hosting to Cloud hosting:



IP ServerOne will start by checking your current Shared Hosting setup and our Team will reach out to you if any information is required.

Based on your requirements, our Sales team will propose the NovaCloud hosting service.

Once we received your confirmation on the proposed NovaCloud hosting, we will begin the migration process.



The migration process is completed once thorough testing done for your services (e.g Email and website)

NovaCloud hosting login details will be provided to you, and you may start perusing the service. If any issue arises simply contact our team at support@ipserverone.com

Frequently Asked Questions

1 When is the service termination?

The shared hosting services will cease its offering and support services effective 31 December 2023 to make way for better cloud development and hosting.

2 May I know the reason your company is terminating the shared hosting services?

We wanted to serve our customers better, and that included continuously upgrading our infrastructure and service to be more secure and reliable. Additionally, creating more flexible and customizable options rather than a rigid shared platform.

3 Does IP ServerOne continue to support SME businesses?

Yes, we do and will continue to do so! We are encouraging shared hosting users to move to the cloud because we strongly believe that cloud adoption brings vast digital opportunities and a more cost-effective solution.

4 What happens after the shared hosting service is terminated?

You will not be able to access the website or email services hosted and all data will be deleted and not retrievable. Please refer to FAQ No.8 for the recommended actions to be taken prior to the termination.

5 Can I still renew my shared hosting service from Now up to 31 December 2023?

No. Unfortunately, we no longer allow for any renewal effective 1 January 2023. However, we will allow monthly renewal for up to 3 months in line with the migration process and retrieval of data.

6 If I happen to get a new hosting provider, can I terminate my services prior to service expiry and get a refund?

Yes. A refund is available at a prorated amount should you wish to migrate out prior to the service period expiry date. Simply contact our Customer Support for assistance at cs@ipserverone.com.

7 What will happen to the renewal payment made in advance (after 31 December 2023) to IP ServerOne?

- Should you wish to upgrade to our NovaCloud Hosting plan, we will prorate the amount and credit the balance to your service upgrade invoice.
- However, if you choose to migrate to another service provider, self-migration may be required, and we will prorate the amount to be refunded back to you.

8 What actions are to be taken before the service termination?

- Backup and retrieve all your data
- Migrate to IP ServerOne offered services (NovaCloud hosting /Email hosting); or any other service provider
- NovaCloud Hosting: <https://www.ipserverone.com/novacloud/>
- Email Hosting: <https://www.ipserverone.com/email-hosting/>
- Note: All other shared hosting services (e.g SME, Linux) are obsolete and thus these are not an option

9 How much would it cost to migrate and switch to the available hosting options?

- You may refer to customized NovaCloud hosting plans (Basic C1, Lite C1, and Plus C2). Reach out to our team at cs@ipserverone.com for a FREE further consultation, hosting options, package customization, and migration fee.
- Migration fee varies depending on the size of data, complications of migration, and many more.

10 How do I upgrade to NovaCloud Hosting?

Simply reach out to our Customer Support at cs@ipserverone.com with the nature of your business and requirements, and we shall connect you with a dedicated Account Manager that will assist on your cloud journey.

11 Are there any other available cloud hosting options to fit my current budget and requirement?

Talk to our Account Manager and let us know your budget and requirements and we will be able to customize the right plan just for you. Reach out to us at cs@ipserverone.com for a FREE consultation.

12 How long is the migration process if we upgrade to NovaCloud hosting? Is there any interruption during the upgrade?

Prior to the migration process, we will check on the current setup, volume, and size of data to develop the migration and deployment plan. These are taken into consideration during your consultation with our sales team together with our technical engineers.

13 When should I migrate out of my shared hosting service?

We highly recommend you migrate out of the service at least 2 weeks prior to termination. Once the service is terminated, all data will be deleted and not retrievable. All websites/emails will be affected.

14 What can I do about my email migration?

- If you choose to migrate to our Email Hosting, we will assist with the email data migration (subject to availability);
- However, if you choose to migrate to another service provider, self-migration is required and we will do our best to point you in the right direction.

15 Does your company provide migration service to move out from IPServerOne to another provider?

We highly recommend you seek migration assistance from the new service provider because they will be more familiar with their system and infrastructure.