



Getting Started Guide

Welcome

Firstly, we'd like to offer you a warm welcome and a thank you for choosing WebHostingBuzz for your web hosting needs. Whether you new to hosting or a seasoned hosting veteran, we are highly confident of our ability to service your needs and provide you with what you need to achieve success with your website.

This guide is intended to be used in addition to the welcome emails that we send out and provides a brief overview of how to get the most from your account and how to get in touch with us when you need assistance.

The Important Bits...

As soon as you receive your account details, we highly suggest that you do a couple of things to make the most of your experience with WebHostingBuzz.

- 1) Register to receive notifications from our Network Status site. We operate <http://www.whbstatus.com> where we post all maintenance, whether it be scheduled or emergency. Servers are computers after all and even though we maintain them to the highest level, occasionally they can go wrong. By subscribing to the status page, you receive email notification of any scheduled or emergency maintenance.

You will need to register on the forum then go to the server-specific forum and "subscribe" to this forum to receive email alerts of maintenance. We recommend that you use an email address that isn't hosted with us just incase the email service does go down in emergency maintenance.

It is also advisable to subscribe to the server-wide/network forum for details on maintenance that will affect all of our servers.

- 2) Signup at our helpdesk at <https://www.whbsupport.com>. Our helpdesk offers you the chance to send in tickets to our technical support team in a secure and easy manner.

We ask that you fill in the profile with all of your account details AND your server name (this is included in your welcome email). This makes our job that little bit easier when providing you with technical assistance.

Before you submit a ticket, our system will automatically scan through our Knowledgebase to see if it can answer your ticket immediately. If it cannot, you can expect to receive a reply within 2 hours from our technical support team or within 24 hours from our billing team. Usually, responses are much quicker than this but occasionally during periods of high ticket load we may be a little slower so please be patient.

Please also use the urgency category carefully; eg if your site is down and there is no maintenance posted on our status site, the emergency category would be appropriate.

- 3) We operate a company blog at <http://www.whbblog.com>. This is used in addition to our newsletter sent out every couple of months to announce new products and services and offer you the chance to meet our team on a more personal level. We welcome discussion through comments on our blog!

The Control Panels

No matter what type of account you have signed up for, the control panels we offer are a key part of your hosting account.

If you have signed up for a shared or ultimate hosting account, we strongly advise you read the Cpanel documentation manual at

http://www.webhostingbuzz.com/download/cpanel_readme.pdf

If you have signed up for a reseller hosting account, we advise that in addition to the Cpanel documentation, you read the WebHostManager documentation at

http://www.webhostingbuzz.com/download/whm_readme.pdf

Even if you are a seasoned hosting veteran, Cpanel changes on a frequent basis so it's worth making sure you are up to date on all features by a quick glance through the manual.

The Boring Stuff

We maintain and are strict on our terms and conditions. These are in place to protect us, to protect you and to help make sure that all of our customers get the best service that we can provide. Just in case you didn't thoroughly read these terms and conditions before you signed up, you can check them at

<http://www.webhostingbuzz.com/terms.html>

The terms also cover our billing policies which are important to note (especially the cancellation procedure – though we'll be very disappointed to see you cancel)

If We Make a Mistake

If we make a mistake, please tell us. We are only humans and we can and do make mistakes. If we do so, we won't brush them under the carpet, we'll own up to them and do everything possible to resolve these mistakes. You can either tell us of a mistake made through a helpdesk ticket or via a complaint submitted to management@webhostingbuzz.com, where one of our senior managers will

address your issue. This address is not for technical support though, please, otherwise our management team will never get anything done!

WebHostingBuzz, You Rock!

We put a lot of effort into achieving high levels of customer satisfaction. If you are pleased with our services, we'd very much like to hear so. Maybe you'd like a testimonial (either text or video) to be posted on our site? We'd love that, so please send us a helpesk ticket singing your praises about us. It really does make this worthwhile and all of our team like receiving testimonials.

If you'd like to link to us from your website or place our logo on your website as a way of saying thank you, we'd be very appreciative of that too. You can find a selection of our logos and banners to use for this purpose at <http://www.webhostingbuzz.com/download/logos/>. Like any business, we are dependant on selling our services and the odd text or graphical link can definitely help us here.

You may also wish to review us on one of the web hosting review sites, such as www.findmyhosting.com or www.hostsearch.com. We encourage you to post accurate reviews of us there as this helps us too. We appreciate that negative reviews will be posted too and we accept this as one of the aspects of this business. We do ask that before you post negatively about us, you give us the chance to resolve any issue you have by sending a complaint to our management team. We will genuinely bend over backwards to help and assist if you feel we have fallen short of the mark.

Miscellaneous

We're a young, dynamic and lively company and often run competitions and other events where you can win various prizes. We post details of such competitions on our blog (www.whbblog.com for those of you with short memories!) and we'd like to see you enter. Imagine how jealous your friends will be if you show off your shiny new WebHostingBuzz t-shirt to them?

On the the business side, we regularly attend industry events such as HostingCon (<http://www.hostingcon.com>). Whilst we usually do not exhibit at such events, we'd be happy to meet up with any of you at events like this so let us know if you are in attendance! We're going to put together a big push for HostingCon 2007 in Chicago so it'd be great to see you there. If we get sufficient interest, we'll take you out for a WHB sponsored dinner and let you damage the company credit card with some expensive champagne!

The End

We've tried to keep this brief as we're sure you are very eager to get started with your new hosting account with WebHostingBuzz. We hope the information provided here is of benefit to you and we look forward to building a long relationship with you as a client of ours.

Yours,
The WHB Team