

Welcome to Titan Internet

Hosting Without Compromise



> Introduction

Hello and welcome to Titan. In us, we'd like to think you've found a hosting provider for life. We cater for shared hosting right through to complex virtualised / cloud solutions, with dedicated teams specialising in the latter. We apply a common sense attitude to business, delivering the highest performance and quality of service you'll find from a hosting provider – a combination our customers tell us is the reason for their continued loyalty. Now you've found us, history tells us it's unlikely we'll see you leave.

Titan has grown year on year for nearly a decade through word of mouth recommendations and the long-term retention of customers. In 2010 we joined a larger group of companies, the Iomart Group PLC, in order to provide continued stability for our datacentre costs. We now have absolute control of our costs from the ground up, and can offer a completely unrivalled quality of service to our customers.

Our aim is for you to continue to be a Titan customer for many years, recommending us to your family, friends, and colleagues along the way. We don't do 'hidden charges'. We don't do upselling. We don't do buzzwords. We don't promise "unlimited" this, "free" that, or any other gimmicks on our website to make a sale. What we do offer is a common-sense approach to business, with a focus on delivering a hosting service that is the best available, at a fair price. We do bespoke, we do tailored, and we approach every enquiry with an attitude of selling the best service for your needs. We offer "Hosting without Compromise".

This guide will provide you with an insight into how we do things, where you can get help should you need it, and other useful references that should make your life with Titan hassle-free.

We look forward to receiving your first order.

The Titan Team

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The Titan Way



> Aims

We have three clear aims:

Be flexible – tell us what you need, and we'll do our best to make it happen. If you need a solution, get in touch – we love thrashing out the best ways to do things, and presenting the optimum solution to our customers.

Deliver outstanding customer service – you won't be stuck in a queue when you call us, or be waiting hours for an answer to your email. Almost always, the first person you speak to will answer your query. The rest of the time you'll get transferred once, or get a call back as soon as someone is available.

Provide unrivalled performance – we put our focus on infrastructure and technology that is second to none; building solutions that offer real-world performance that retain resilience and protection against failure. We have the skills to build bespoke solutions that outperform off the shelf, standard offerings, and that's what makes us a cut above – we don't have to phone a third party to come and fix things when it goes wrong. We built it, we maintain it, we support it.

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Where to get help



▶ Getting in Touch

Every company in the world says 'Customer Service' is a focus for them – but we actually mean this.

Phone

You can call our UK based, dedicated support team Monday to Friday between 09.00 & 17.30

- ▶ 99% of the time you'll be straight through to someone instantly
- ▶ 1% of the time there will be a queue of a minute or two
- ▶ 100% of the time you'll talk to someone polite, helpful and technical

The number: **0845 625 1000**

Email

All email support requests need to be raised via our ticketing system which will be managed 24 x 7 365 days a year and is accessible via <http://my.titaninternet.co.uk>. Not only will this be an improved system but you will have full access to our extensive knowledge base and the option to raise a ticket to our UK based support team. The new support system will allow you to view all correspondence regardless of the time of day you contact us and we will also capture relevant information at the point you raise a query allowing a faster resolution time.

If you wish to discuss anything relating to the financial side of your account, contact accounts@titaninternet.co.uk. We have accounts staff present between 9am to 5pm Monday to Friday. Most financial aspects of your account can be found online at the my.titaninternet.co.uk portal.

Site

You can send us an email using our website by logging to your account and then clicking the "Support" button on the far right hand side. You can then fill in the form to send a support email, which will be dealt with in the same way as via email.

Something bespoke

Need something that's not on our website? Just drop us an email, or pick up the phone. The chances are that we'll be able to offer it, and if it's something you require then it's also likely there are other customers who will require it as well.

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Your Account



▶ Your Account

Your Account with Titan is structured in a way that enables you to control who has access to it and who is authorised to access certain aspects of the account.

We take authorisation very seriously, and have specific User roles for Your Account so you're in control of who can make changes to your services.

Here is a quick guide to how your Account is structured:

- ▶ Each Account is setup as either a business or personal account
- ▶ You are a User on your account
- ▶ You can create multiple Users on your account, each with different roles. Each User will require a different username (and we recommend a different password too)
- ▶ The roles are:
 - Administrator** – can do anything on the account
 - Technical** – can submit support enquiries on the accounts and make technical changes
 - Billing** – receive invoices and make finance-related queries
 - Renewals** – receive notifications about renewals of services
 - Credit** – may use the Account credit facility (if enabled)

An individual can be a user on different accounts – e.g. an Admin on their own account, and a Tech User on another account. In order to do this, they will need a different username for each account.

The exact privileges of the different types of Users are listed when you create a new User, so you can be sure what level of access Users on your Account have.

Accounts and contact management can be performed on our my.titaninternet.co.uk portal (see Website information below).

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Account Roles

Administrator

Administrators have permission to perform the tasks of all other roles, but with the additional ability to add or remove Users, or to change User Roles. Administrators will receive notifications of suspension due to non-payment and any escalated issues to which a User has not replied.

Technical

Technical Users can request usernames and passwords and DNS changes, as well as the vast majority of other issues. Most users who currently request assistance from our Support Team will be Technical Users. Technical Users will receive notifications of exceeded allocations, planned maintenance and any other issues which relate to the running of services.

Billing

Billing Users can request or query invoices. They will receive overdue invoice reminders, direct debit notifications, statements, notifications of suspension due to non-payment, and price increase notifications. Generally, Billing Users would be members of your Accounts Team, or a person responsible for finance.

Renewals

Renewals Users will receive any emails we send with regards to Domain or Hosting renewals. They are our initial contact when any service comes within its renewal period.

Roles will enable users to deal with certain features of our website. We also use roles to determine which user should be notified when dealing with specific issues.

For example:

Renewal emails will go to the Renewal user

Direct Debit notifications will go to the Billing user

Maintenance and technical queries will go to the Technical user

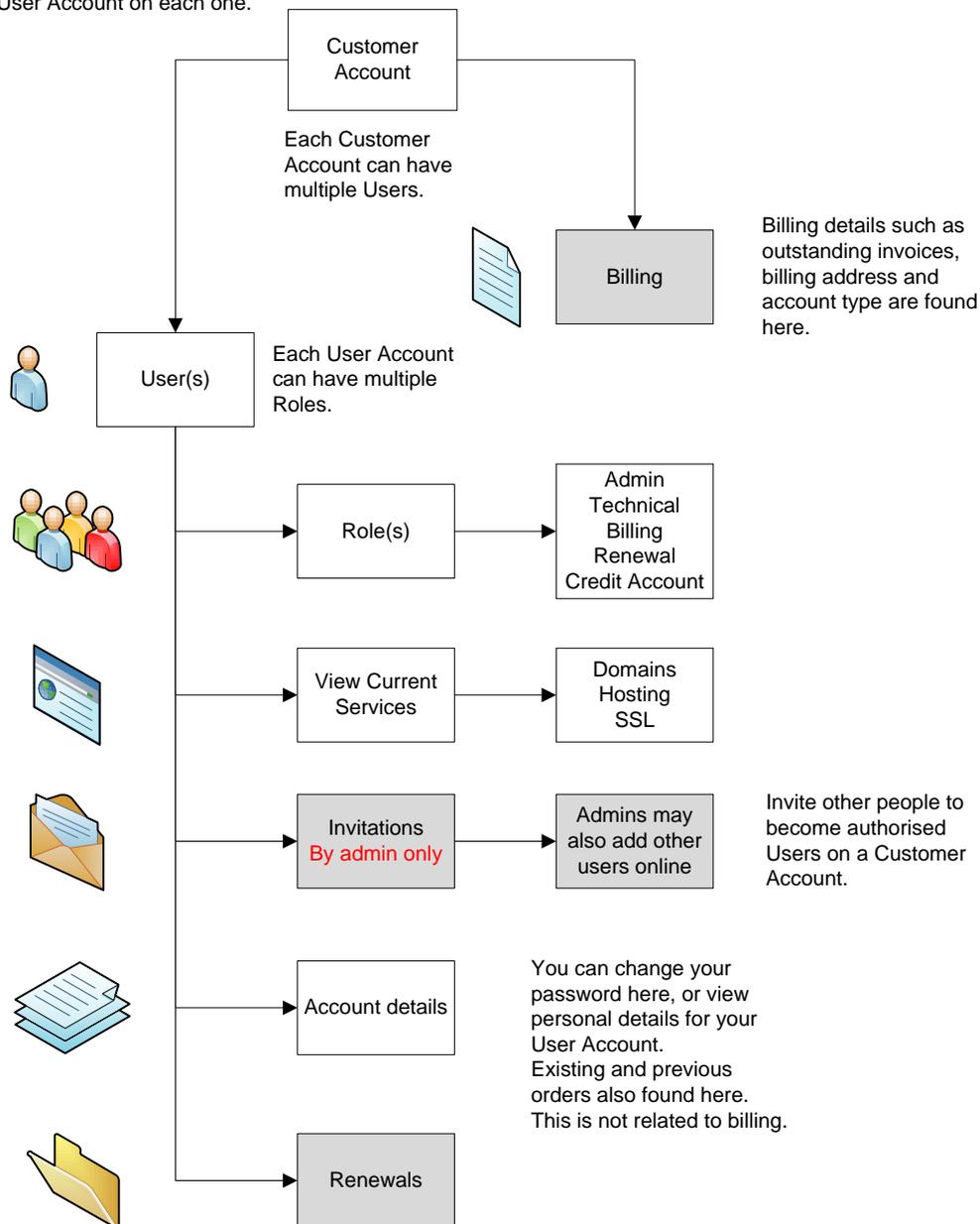
Escalated issues and notifications of suspension will go to the Admin user

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Account Structure



If you have more than one Customer Account, you'll need to ensure you have a User Account on each one.



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My.titaninternet Portal

▶ Website

As well as place orders on the website for our standard packages, you can administer your Account through the my.titaninternet.co.uk portal by clicking on the 'Your Account' link in the top right hand corner.

Within the my.titaninternet portal you can:

- ▶ Update your Account details
- ▶ Add Users and configure User roles on your Account
- ▶ View the progress of your outstanding Orders and see your Order history
- ▶ View, download, and pay current Invoices
- ▶ Add credit cards to your own User
- ▶ List the Services you have with Titan, complete with expiry dates
- ▶ Renew services through the Renewal Management Console
- ▶ Configure your Domains using our DNS management console
- ▶ Manage your email

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Finally...



▶ Talk to Us

Hopefully you've got an idea of what we at Titan are about. We're a company small enough to focus on delivering quality service, with a lot of knowledge and skills to hand, and large enough to cater for an ever-growing customer base, so please use us and to help us all get the most out of our relationship:

- ▶ If there's something you need that we don't have on our website – get in touch, we'll probably be able to help
- ▶ If you've got suggestions for something new – let us know
- ▶ If you think we can do something better – definitely let us know!

We genuinely look forward to being your hosting provider of choice for the future!

The Titan Team