

SPEEDnames

Important Information Regarding Your Hosting And Email Services

Dear [insert customer name],

You may recall a series of communications that you received in December 2009 outlining issues we were experiencing with our 3rd party hosting enabler, [Mondo](#). Since that time, ATEA A/S has honoured the contract that Speednames had entered into with Mondo and has ensured your webhosting and email services have operated according to expectations.

This existing agreement comes to an end on 1 July 2010 as Speednames and ATEA have failed to find mutually acceptable terms for continued partnership. As a result, Speednames scoured the market to find alternative partners who can ensure the ongoing health and future of your hosting and email services. We are proud to announce that, as from 1 July 2010, Aspect Networks A/S will be solely responsible for delivering, maintaining, supporting and billing for your hosting and email products, while Speednames will continue to deliver services surrounding your domain name(s).

How this will impact you

Your services will continue to operate as before and your control panel and management interfaces will not change. Aspect Networks will honour the remaining term of your Speednames hosting and email contracts and will be able to continue to provide these services to you afterwards. The only noticeable difference will be who invoices you.

Speednames will be working closely with Aspect Networks to transition your hosting services. In doing this we will continue to respect your personal information and, as per our privacy policies, we guarantee that only the information absolutely necessary to maintain your services will be disclosed to Aspect Networks. Your services will experience a short period of down time during the over-night hours between 10pm Saturday 26 of June 2010 and early morning Sunday 27 June 2010.

If, however, you do not wish for your information to be passed onto Aspect Networks A/S, please let us know (by email: support@speednames.com) before 25 June 2010 and we will exclude your services. It is important to note, however, that if you choose to opt-out, as of 1 July 2010 your website and email will no longer continue to operate and you will be responsible for migrating your content to another hosting enabler.

Why We are Writing You

To inform you of some important changes to your hosting and email products.

As from July 1st 2010, Aspect Networks A/S will provide all email and hosting services to you. Speednames will continue to deliver your domain name products

What has happened since Mondo?

1. **December 2009:** Mondo files for bankruptcy
2. **December 2009:** ATEA takes ownership of MONDO customers, including Speednames
3. **January 2010:** Speednames and ATEA continue to undertake contract discussions
4. **March 2010:** Negotiations fail to reveal common ground
5. **April 2010:** Speednames engages ASPECT Networks to take over hosting and email contracts
6. As of **July 1st 2010**, ASPECT Networks will own and honour all Speednames hosting and email contracts

How will this impact me?

You will notice no change to your hosting and email services. You will, however, be billed by Aspect Networks A/S moving forward

What do I have to do?

Nothing. However, if you decide you do not want to take part in this arrangement, let us know by 25 June 2010 and your services will be excluded. If you do choose to be excluded, your services will cease to operate 1 July 2010.

We welcome your questions; should you wish to discuss this note with us, feel free to contact us at: support@speednames.com or by telephone at +45 33 88 63 33

FAQ

What do I have to do?

Nothing – Speednames and Aspect Networks will work together to migrate all of your hosting and email services. You will be automatically included as part of this arrangement. Should you wish to be excluded let us know before 25 June 2010; by emailing us at: support@speednames.com. Please include your contact details and the services you wish not to be included. Note, that should you choose to opt-out your services will cease to operate as from 1 July, 2010, and your contract will be terminated.

Will my domain names be impacted?

No. There will be no impact to your domain names. You will be able to manage your domain names through the same control panel as you always have.

When will Aspect Networks take over my hosting and email services?

Aspect networks A/S will take control of your hosting and email services on July 1st 2010.

Will my hosting and email services experience any downtime?

Unfortunately, yes. On Saturday June 26th 2010 from 10pm, until early morning Sunday June 27th, 2010, Aspect Networks A/S and Speednames will be working together to migrate your hosting services into Aspect Networks' control. During these weekend night hours your services will be briefly unreachable.

Who is Aspect Networks?

Aspect Networks A/S is a Danish based hosting provider. They have developed their business over the past 2 years through acquisition and have a great deal of experience in on boarding customers like you. They are committed to delivering exception customer experience and we believe that you will enjoy engaging with them. More information can be found on their website at:

<http://www.aspectnetworks.dk>

What will happen with my personal data?

Speednames and Aspect Networks A/S are committed to protecting your personal information and will ensure that your information is kept secure at all times. Speednames will transfer only that data to Aspect which is necessary to ensuring the continued operation of the services you have purchased.