

Newsletter June 2004

Hello and welcome to another action packed Burton Hosting newsletter.

Covered this issue:

Updated Anti-Virus protection

Spam Assassin

Bargain Basement release

New product offerings

New Server Monitoring portal - GetMeSupport launched

Recurring billing requests and updates made

Phone System Upgrade and US regional number

Live Chat upgrades

1] We are constantly working to improve our services to you and hope that you will benefit from our hard work. Email viruses can spread rapidly across systems, and you can unknowingly participate when you open an unknown email attachment. Please be aware that although the file names are often inconspicuous, they are more often than not a surprise virus package which may infect your email and then pretend to be you or others in its efforts to spread. You should never open an attachment unless you are 100% sure of its integrity.

Our email servers are programmed with virus definitions updated regularly to try and filter out common viruses. You may receive an email from our Postmaster if this has happened to any of your emails. In most cases we can deliver your emails with the attachment filtered. The sender will be notified that the attachment was filtered by the Mail Scanner system.

If you have any difficulties using our email system, please visit the support forum at <http://forum.burtonhosting.com>, pop by the Live Chat lounge or submit a ticket.

2] SPAM is unfortunately an increasingly growing trend in mailboxes. It can and does waste valuable time. Spam Assassin is available and can be enabled from within your cpanel. At present, spam assassin can only be enabled or disabled on a domain-wide setting, i.e. it is on or off for all of your email. Spam can be tagged with a spam header and then delivered to a spam folder. Please be sure to empty this regularly as it can quickly consume your disk space causing legitimate mail delivery to fail due to a quota limit.

You can increase the quota available to your mailbox with your cpanel; however, you are still limited on your actual account's quota size.

You may find other tools on the internet such as "Spam Bayes" useful for filtering email that you download through a POP/IMAP system.

3] Our bargain basement is now online at <http://www.burtonhosting.com/bargainbasement.php>

There are and will be time limited specials, including the latest "SummerSP1" - boasting a massive 150MB disk space and 10GB of bandwidth for only \$5.95 monthly. We also have a few clearance servers listed in the bargain basement starting at under \$99 per month!

4] As well as our hot bargain basement, management have been buzzing with new ideas this quarter. A new product range, the "goBackup" was launched and has proven to be very successful. It boasts massive disk space and unmetered bandwidth as low as 80c per GB! At that price, can it afford to be missed? Great for storing backups of your data be it related to your website or for personal use!

5] We are proud to announce the release of "GetMeSupport" - our fantastic new server monitoring system, great for monitoring internal and external servers to Burton Hosting. Server monitoring is a must, and we realise how important it is for you to be aware of a problem before your customers are. The new system allows you to add your own servers, custom port monitoring, trend graphs and more. This is free to all of our dedicated, business and personal class users. Sign up for free at <http://www.getmesupport.com>.

There is also the ability to receive notices of any maintenance tickets regarding hosting servers. This has been a much requested feature in the past, and we are proud to offer this now. Months of work have gone in behind the scenes coding this and other new systems which are due to be launched to our customers throughout the year.

6] Recurring billing updates.

Recurring billing has often been a thorn in our side over the past years. It has been very possible to setup recurring billing, but this was limited to the actual initial amount. We will be updating our systems throughout the coming month(s) to take your credit card numbers securely and pass these to the bank in order to debit your card automatically for any future invoices. Meanwhile, we are now authorised to take your credit card details manually, be it via the telephone, fax, email or post and setup automatic billing in advance.

You can download a credit card authorisation form at http://www.burtonhosting.com/download_area/forms/credit_card_authorisation_form.pdf.

If you have any questions, please do not hesitate to contact the billing department. If you're tired of logging into your account each month to pay your bill, now is the time to tell us and we'll take care of it for you.

7] Phone system overhaul and regional US number launch.

Our phone system has unfortunately been quite problematic over the past months and eventually gave way to the growing amount of traffic flowing through it. Over the past month a new system has been installed, and slowly configured to meet our demands. We now boast more inbound lines and a better call management system in order to better serve your needs. Our telephone numbers are now listed on our respective sites, including a US regional number. This now allows our growing

US customer base to call us at the price of a national call!

8] Live chat upgrades have taken place. Thanks to a recommendation on a new open source java applet more users are able to connect and interact with the community. It's been nice to see some of you in chat, and we hope in time that more users may stop by to say hello and talk to other members. Our chat system is also available in the event of an emergency with our online services, and can be accessed via <http://www.burtonhosting.com/irchat.php>. In the event of a network outage we can also be reached via <http://www.burtonsupport.com>. mIRC users, please join us at <irc.burtonhosting.com> on channel #Burton.

Thank you very much for your continued business.

Best Regards,

The Burton Hosting Team

<http://www.burtonhosting.com>

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