Announcement for all customers & clients

Dear Clients,

We would first like to thank you all for being with us. You have truly made our company a huge success and we can now confirm that we are hosting over 86,000+ clients since we first started. We are proud of this achievement, and we have had many testimonials about how well we support you, and how well you are doing with your website whether it's for your business or personal use.

Due to this large number of clients, and about to hit our first milestone of 100,000 clients, we are preparing for some minor changes to our website & a few of our servers which are detailed in this document. Please note, these changes should not affect you in any way. We have scheduled no downtime. The only change which will affect you is a new password which will be sent to you via email – The password which will change is your BILLING password. Not your cPanel Password.

Changes:
Affecting all customers on ALL our servers
- We are changing SkyPanel (http://skyhost.eu/skypanel) to our new SkyPanel V2 (http://skyhost.eu/skypanelV2)
- All users will be transferred to the new SkyPanelV2 during September-December 2011
- You will receive an email regarding new SkyPanelV2 details. cPanel details should stay the same unless otherwise stated on the email due to security purposes.
- We ask that if you have received your new details, that you submit all new support tickets using SkyPanel V2. Don't use the old SkyPanel-This will be switched off on 01/12/2011
- All account details, products & services & domains, have been copied to SkyPanel V2
- You may find old support tickets have the wrong dates/times as they are changed during the account transfer from SkyPanel to SkyPanelV2. This is normal.

Changes:
Affecting all customers on SH100,SH104,SH105,SH108,SH112
You are not affected and you will be kept on the same server.
Your new SkyPanel Details will be with you by the 29th September 2011

Changes:
Affecting all customers on SH102,SH103,SH107,SH109,SH111
You are not affected and you will be kept on the same server.
Your new SkyPanel Details will be with you by the 29nd November 2011

Changes:
Affecting all customers on SH101,SH106,SH110
Customers on this server will be migrated to a faster server by the 1st December 2011
Your will receive new SkyPanel Details. No downtime is expected.

If you have any queries about these changes, feel free to email us at support@skyhost.eu

Kind Regards,
Mr Jake Evans, Accounts Management Team

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