



## Hetzner launches Online Support

We're excited to announce our new web-based, self-help Support Centre. It has been intuitively designed to provide our customers with effortless assistance to web hosting's most frequently asked questions as well as support on Hetzner's service offering.

Our customers can expect:

- Solutions to frequently asked questions
- Help Desk response to unresolved queries
- Call back option to answer your questions
- Alerts to potential network difficulties (via our Network Notices board)

[Click here to find out more](#)

In This Issue



Dear [insert first name]

Welcome to 2007!  
 This month's newsletter brings you exciting new developments at Hetzner:

### Hetzner launches Online Support Centre

Following a series of focus groups with valuable input from our customers, we are excited to announce the launch of Hetzner's Support Centre.

### The availability of Technical Support increases by over 100%

We have extended our Technical Support hours by over 100%. Customers can now email Hetzner on support@hetzner.co.za between 06h00 – 01h00 and receive assistance.

### Hetzner's Security Policy: The importance of the 'Authorised Contract'

We have security checks in place to prevent any unauthorised changes made to your account. When addressing certain requests to Hetzner it is important to follow-up the request with an email from the authoritative email address.

### What's new with konsoleH?

We have redesigned the 'Account Admin' tab in konsoleH by including two new menu options: 'Account Profile' and 'Hetzner Services'.

### Be aware of the risks associated with downloading custom software

To prevent security vulnerabilities being exploited by hackers, crackers and viruses, it is imperative that you keep the downloaded custom software up to date and install any patches and fixes as soon as they are released.

### Billing Automation increases our efficiency

Hetzner has automated the importing of bank statements, ensuring that payment queries are handled with greater efficiency.

### Save this month with Hetzner's specials

No setup fee on our Root Server or Standard hosting plan during January.

## Hetzner launches Online Support Centre

Following a series of focus groups with valuable input from our customers, we are excited to present you with Hetzner's latest support offering: our web-based Support Centre. Hetzner's Support Centre can be accessed via our website or alternatively, you can browse directly to the Support Centre by clicking on <http://supportcentre.hetzner.co.za>. The Support Centre home page acts as a portal, providing quick access with a logical flow to our customers' most frequently asked questions. We have divided our Support Centre into five definite categories with queries ranging from basic to more advanced, covering all areas relating to Hetzner and Web Hosting:

- Products & Services
- Payments & Account Details
- Domains & DNS
- Website Support
- Email Support

Launching with our Support Centre is Hetzner's Network Notifications board which will prove to be a valuable tool where customers will be informed 24/7 of any planned maintenance & network issues. All network-related incidents will be posted here first! Our existing customers have been signed up to receive these network notices via email by default; this will ensure that you receive critical network notifications as soon as they are posted. Should you wish to unsubscribe, please do so via konsoleH. Other areas of access from the Support Centre's home page include:

- Hetzner's Quick Guides
- Domain Search facility with the ability to register available domains immediately
- Hetzner Glossary of terms
- Didn't find what you're looking for? link where customers can contact Hetzner for assistance

We trust that you will find the Support Centre beneficial and welcome your feedback ([feedback@hetzner.co.za](mailto:feedback@hetzner.co.za)).

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## The availability of Technical Support increases by over 100%

At Hetzner, we are passionate about our service delivery and, in response to valued customer feedback, are pleased to announce after hours email support on weekdays to our full customer base.

Our new extended Technical Support hours:

Weekdays:

- 06:00 to 08:00 (email support) - **NEW**
- 08:00 to 17:00 (email and telephonic)
- 17:00 to 01:00 (email support) - **NEW**

Saturdays and public holidays:

- 09:00 to 17:00 (email and call back service)

The availability of Hetzner's Technical Support has increased by over 100% at no additional cost to our customers. As during regular business hours, experienced consultants are now available during after-hour support and can be reached at [support@hetzner.co.za](mailto:support@hetzner.co.za). All billing, order status and sales queries continue to be handled during regular business hours (week days from 08h00 to 17h00).

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## Hetzner's Security Policy: the importance of the 'Authorised Contact'

When creating a Hetzner profile, the name and contact details listed under the Account Holder on signup is known as the *Authorised Contact*. It is this person that is recognised by Hetzner and authorised to make changes to the hosting account.

When addressing certain requests to Hetzner e.g. upgrading your account, requesting a profile transfer or content updates, our consultants will ask you to send the request via email using the authoritative email address - this is the email address that appears in your konsoleH control panel under 'Account Profile / Key Account Holder' - with your Account number included.

These security checks are crucial as they prevent any unauthorised changes made to your account by people posing as you.

It is therefore critically important that you update your contact details with Hetzner so that we have the latest information under the 'Authorised Contact' in our database.

You can update your contact details via konsoleH. Simply click on the 'Account Admin' menu option and select 'Account Profile'. The 'Key Account Holder' details refer to the Authorised contact. You will also need to update the information under the 'Update Contacts' tab, providing updated details for your billing and technical contacts.

These security measures are in place to protect your online assets.

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## Whats new with konsoleH?

We have redesigned the 'Account Admin' tab in konsoleH by including two new menu options:

**Account Profile:** You can update the Authorised Contact details under the 'Key Account Holder' tab and include a billing and technical contact under the 'Update Contacts' tab.

**Hetzner Services:** This tab makes it even easier for you to subscribe or unsubscribe to Hetzner's Newsletter and Network Notifications. It is important to note that should you unsubscribe to the Network Notifications, you will not receive any notices regarding maintenance, outages or other known network related problems.

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## Be aware of the risks associated with downloading custom software

Before downloading content management software (such as Joomla, Mambo, phpBB), it is important to understand the security risks associated with custom software.

In order to prevent security vulnerabilities being exploited by hackers, crackers and viruses, it is imperative that you keep the software modules up to date and install any patches and fixes as soon as they are released.

Our customers are responsible for any maintenance and future upgrades associated with custom software that is installed on your own computing systems. This means that any loss of data or increased traffic that is generated as a result of the security breach is your responsibility. Please remain vigilant in upgrading and securing your software, it is in your best interests to do so.

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## Billing Automation increases our efficiency

In an effort to improve on service delivery, Hetzner has automated the importing of bank statements, ensuring that payment queries are handled with greater efficiency. We will only process payments once they are reflected on our bank statements, which in some cases can take up to three days.

Customers are reminded to make use of the Invoice Number when referencing a payment. This will assist our banking system to allocate your payment correctly. Please also make use of our new Bank Account Number (details below) when making deposits.

Hetzner (Pty) Ltd  
 ABSA Bank  
 Branch Code 54 25 10  
**Account No. 916 685 6924**

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## Don't miss out on January's Specials

**No setup fee on Hetzner's Root Server:** We're continuing our Root Server special in January, with incredible savings to be had. If you signup for Hetzner's Root Server, you won't be charged a setup fee - a saving of R2 850!

At only R1 095 per month, Hetzner's Root Servers are ideal for customers who would like to retain full control of their software. Hetzner will provide its standardised hardware platform together with an operating system of your choice. Hetzner will also handle all the monitoring, with 24/7 emergency support.

Our Root Server offering includes:

- 5 GB monthly traffic
- R0.09/MB additional traffic
- Dedicated IP address
- 99.9% network uptime
- Server monitored 24/7/365
- Free firewall
- Month-to-month contracts
- Data centres in Cape Town & Johannesburg

**No setup fee on our Standard hosting plan:** Do you use your website as a business tool? Hetzner's Standard plan is a great intermediate solution that helps you to take your web presence further. With PHP and MySQL database functionality, increased disk space and bandwidth, you have everything you need to create a dynamic website. If you sign up for the Standard plan this January, you will save R199 on the setup fee.

For only R149 per month you can have the following benefits:

- 200 MB disk space
- Monthly traffic: 2 500 MB (South-Africa) / 40 GB (Germany)
- 35 POP3 mailboxes – virus & spam protected
- 2 MySQL / PostgreSQL database
- Access to award-winning control panel
- 30-day risk free guarantee

Thank you for taking the time to read our newsletter. We hope you found this issue interesting and useful. Please email any comments or suggestions to [feedback@hetzner.co.za](mailto:feedback@hetzner.co.za)

We wish you continued success!

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E-mail Disclaimer and company information:  
<http://www.hetzner.co.za/index.php?id=245>

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This message is intended for Hetzner clients. If we have inadvertently reached the wrong person we apologise for the inconvenience and ask you to please advise us by sending an e-mail to [info@hetzner.co.za](mailto:info@hetzner.co.za)