

**Dear [insert name here]**

Welcome to the March 2007 issue of Hetzner's Newsletter.

Our newsletter is available to everyone; subscribers need not be customers of Hetzner.

Should you wish to read back issues of our newsletter, simply click on the following link: <http://newsletters.hetzner.co.za>

## In This Issue

**Hetzner's phone system goes 'Auto'**

With Hetzner's enhanced phone system, your call will be answered immediately and automatically routed to the department of your choice.

**What's new with konsoleH?**

Our Fully Managed Dedicated Server customers can now make use of the domain registration interface in konsoleH to register a domain name with no intervention from a Hetzner consultant.

**Use our online Support Centre to resolve your queries**

Contact us via our Support Centre and we guarantee a 2 hour response turnaround time to your query (during business hours).

**Verizon Business: Hetzner's strategic partner and connectivity provider**

With the most sophisticated IP network in the world, Verizon provides the global performance demanded by our customers' critical connectivity needs.

**Save this month with Hetzner's special offer**

We're offering incredible savings on our suite of Fully Managed Dedicated Servers (SA & DE) in March. You can save R2 850 (free setup) if you signup this month. We are also offering free setup on our Master Web hosting plan.

**Hetzner's phone system goes 'Auto'**

Hetzner will be implementing a customised Auto Attendant Phone System in March as part of its National Contact Centre operation. We have designed and tested the system extensively to ensure that it connects callers to their desired service promptly and with minimum fuss.

This means that your call will be answered immediately and automatically routed to the selected department. The new system will also empower our customers to make a decision as to whether they would like to continue holding for the appropriate person or request an automated call-back. At any stage in the process, customers can be transferred to the operator.

The implementation of our Auto Attendant Phone System is just another step we've taken to ensure that you are speedily put through to the correct Hetzner service consultant who is on hand to assist you.

Once we have switched over we trust that you will find the new system beneficial and welcome your feedback: [feedback@hetzner.co.za](mailto:feedback@hetzner.co.za)

[↑ back to top](#)**What's new with konsoleH?**

Our R&D team brings together creativity, technology skills and business acumen to ensure that useful features and functions are added to konsoleH. This month's update includes:

**• Domain Registration Interface for Fully Managed Dedicated Servers:**

Customers can now make use of the new domain registration interface under 'Domain Management' within konsoleH to configure a new hosting account and register a domain name for their Fully Managed Dedicated server. It's also possible to request Hetzner's assistance with transferring an existing registered domain.

The registration option caters for the following TLD extensions: .co.za, .com, .org, .net, .info, .biz, .co.uk, .org.za, .de, .eu. The domain request is immediately submitted for registration with the registration status easily tracked via the domain's Info [i] button in konsoleH.

[↑ back to top](#)**Use our online Support Centre to resolve your queries**

Our extensive Knowledge Base is at the heart of providing our customers with comprehensive answers to queries. However, at Hetzner we realise that self-service isn't always appropriate. That's why we've included interactive escalation points where you can easily communicate with our Contact Centre consultants via the Support Centre.

Should an article fail to resolve your query sufficiently, simply click on the 'Unresolved' icon which will open a submission form, giving you the opportunity to communicate your enquiry. As part of our service level guarantee, we will ensure that we reply to your request, either telephonically or by email, within **two hours** (during normal business hours).

Should you be unable to find information that sufficiently addresses your query, the 'Didn't find what you're looking for?' form is available at the bottom right hand side of every page regardless of where you are on the website.

Your feedback assists us in ensuring that our Knowledge Base contains the most relevant and updated information to assist you in managing your web presence.

You can visit our Support Centre at <http://supportcentre.hetzner.co.za>

[↑ back to top](#)**Verizon Business: Hetzner's strategic partner and connectivity provider**

Verizon Business operates the largest global IP network, carrying over 50% of the world's Internet traffic. Hetzner has established a longstanding partnership with Verizon Business SA, leveraging their expertise, exposure and reliability to provide our customers with a reliable and highly available backbone.

Hetzner's Data Centres in Newlands, Cape Town and Gallo Manor, Johannesburg utilise a high speed fibre optic uplink to the Verizon Business network. Our uplink has automatic failover ability to a second redundant connection. Network traffic to other South African backbone providers is routed via Johannesburg, while international connectivity has recently been improved with connectivity to Verizon Business' hubs in London and Paris. This change has seen a decrease in network latency for users on our network, whether connecting to sites in Europe, USA and beyond.

With Verizon Business' global expertise and network resilience, Hetzner is strategically positioned to offer our customers cost-effective, high-performance solutions.

[↑ back to top](#)**Save this month with Hetzner's special offer**

**No setup fee on Hetzner's Suite of Fully Managed Servers:** If you signup for Hetzner's Fully Managed Dedicated Servers (SA & DE) in March, you won't be charged a setup fee – a saving of R2 850!

When the time comes to expand your business, you need more than just a server – you need a solution. From R1 195 per month, Hetzner's Managed Servers provide the ideal solution for those who'd like to leave their server worries in the hands of Hetzner's reliable and competent engineers. Hetzner will handle the monitoring, management and maintenance of your online presence so you can stay focused on your business.

**Our Managed Server offering includes:**

- 5 GB – 20 GB monthly traffic (DE: 2 000 GB monthly traffic)
- R0.09/MB additional traffic (DE: R1.50/GB additional traffic)
- Dedicated IP address
- 99.9% network uptime
- Server monitored 24/7/365
- Dedicated and experienced 24/7 emergency response
- Access to award-winning control panel
- Month-to-month contracts

**No setup fee on the Master Web hosting plan:** If you sign up for the Master plan in March, you will save R199 on the setup fee.

Businesses wanting a complete hosting solution that will allow for web presence expansion will benefit from Hetzner's Master plan. It's our most feature-packed package with a comprehensive range of tools for sophisticated task processing. We'll be there to provide outstanding service and support while you run your business.

**At only R439 per month you receive the following benefits:**

- 1 000 MB disk space
- Monthly traffic: 5 000 MB (South-Africa) / 100 GB (Germany)
- 75 POP3 mailboxes – virus & spam protected
- 5 MySQL / PostgreSQL databases
- osCommerce shopping cart
- Access to konsoleH, Hetzner's 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!

[Unsubscribe](#)[Contact us](#)[Visit our website](#)[0861-0861-08](tel:0861-0861-08)

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