

RECEIVED 08 FEB 2018

Date: 07/02/2018

Dear Customer,

**Termination of your Hotchilli services – you need to act now**

**Please read this letter – you will need to take action now to arrange replacement of your Hotchilli services to ensure continuity of service.**

At Hotchilli, we have always strived to bring our customers the best range of product and service offerings whilst endeavouring to provide value and the quality of service customers expect to receive. Part of ensuring we are able to provide this value involves comparing our service offerings and pricing against other service providers.

Following our most recent review, the results have unfortunately shown we have fallen behind our competitors. This has resulted in an in-depth look at our costs, service pricing and the investment required to maintain and indeed enhance the high level of customer service and range of offerings we believe our customers are looking for.

It is only following this most recent review that we have arrived at the very difficult decision to inform our customers of our intention to discontinue the services we provide.

We are therefore sorry to notify you that we will discontinue the services we provide you on 19/05/18.

We will of course be happy to assist you migrate any services you take from us to another service provider where possible. We deeply regret notifying you of these intentions and would like to thank you sincerely for your custom.

Yours faithfully



**Stephen Rees**  
**Services Director**



## Web space hosting

If you have any web hosting services these will stop working on the termination date. You will need to transfer and publish your content to an alternative provider before this date in order to avoid downtime.

The most convenient way to transfer your website's files to your new web hosting account is via FTP. You should connect to your hosting account and download the files locally to your computer. Then you have to upload them to your new hosting account's main folder (usually public\_html, www or httpdocs).

There are a number of companies who offer a free web site transfer service if you require assistance.

## Domain names and DNS

Domain names registered with Hotchilli will need to be transferred to another registrar and the DNS entries changed as required. 123reg.co.uk offer competitively priced services for both domain registration and DNS services. Your new ISP may also have options.

If you have any questions or enquiries, please log a request using the Hotchilli Portal at the following link. You will require your username and password to access our total control portal.

Total control Portal: <http://support.hotchilli.net/>  
Or email us here: [support@hotchilli.com](mailto:support@hotchilli.com)



## Switching your internet provider

There are several switching guides online but uSwitch is a great place to start – they will help find and select an Internet service provider to meet your needs. A good place to visit is their “How to switch broadband” page:

<https://www.uswitch.com/broadband/guides/switch/>

1. Find a new ISP
  - a. Using uSwitch or other switching providers is normally the simplest way to switch ISPs, in most cases these web sites will coordinate the whole process for you.
2. Arrange an installation / switch date with the new provider – in order to stay online you'll need to ensure this completes before 19/05/18
  - a. Note that if you would like to switch to a cable broadband service such as Virginmedia, this will likely take longer than other options. If you switch to another Openreach based provider (BT, TalkTalk, EE, Vodafone and many others) this is a fast process called the gainer-led process and is totally managed by your new provider.
3. Ensure you download any email or web content you have hosted with Hotchilli before you switch. All services will be discontinued at 22:00 on 19/05/18

## IP Addresses

The IP address your Hotchilli connection currently uses is not transferable. If you require a fixed IP address from your new provider you have fewer options, uSwitch web site can help you select a provider which can provide a fixed IP address:

[https://www.uswitch.com/broadband/compare/static\\_ip\\_broadband/](https://www.uswitch.com/broadband/compare/static_ip_broadband/)

## Email

If you use the hotchilli.co.uk email address it will cease working on the termination date or when you switch providers, whichever happens first. If you need to download your stored messages you can use an IMAP compatible client to download your messages and store them on your PC. Your new ISP may allow you to upload them to their servers once connected.

Here's a great guide to downloading your email to your PC: <https://askleo.com/back-email-using-thunderbird/>