



PostNet Suite 167  
Private Bag X153  
Bryanston  
2021

M 082 450 2845  
F 086 68 65 089  
W [www.aftershock.co.za](http://www.aftershock.co.za)  
E [info@aftershock.co.za](mailto:info@aftershock.co.za)

## Domain Transfers & Registrations

Firstly, we would like to thank you for choosing Aftershock as your hosting company. If you want to register a new domain or transfer an existing domain, please see the step-by-step process below:

### Domain Registrations

**These instructions apply when you want to register a new website domain (i.e. [www.companyname.co.za](http://www.companyname.co.za))**

1. First, please fill in our Hosting Application form in full. Be sure to fill in your details clearly. Make sure you initial EACH page.
2. Under Service Selection, you will tick the "Domain Registration" tickbox. If you want us to host your website, please also select the "Hosting" tick box. If you are going to host your website on our server with immediate effect, please fill in the Debit Order form with your corresponding hosting package amount.
3. When you are done filling out the application, please fax it to us at 086 68 65 089.
4. You will then be issued with an invoice for the domain registration. Once this has been paid, the domain registration will be processed. Domains could take anywhere from 3-7 days to propagate.
5. We will then send you your email account and FTP details to upload your website and set up your email accounts.
6. For instructions on setting up your email account, please visit [www.aftershock.co.za/support.html](http://www.aftershock.co.za/support.html)

### Domain Transfers

**These instructions apply when you want to transfer your existing website domain to our server**

1. First, please fill in our Hosting Application form in full. Be sure to fill in your details clearly. Make sure you initial EACH page.
2. Under Service Selection, you will tick the "Domain Transfer" tickbox. If you want us to host your website, please also select the "Hosting" tick box. If you are going to host your website on our server with immediate effect, please fill in the Debit Order form with your corresponding hosting package amount.
3. If you would like us to make a back-up of your current website, please ensure that you supply us with your current FTP details so that we can upload a copy of your website prior to transferring your domain. If this is not done, then your website will not display once the domain has transferred. You can get your FTP details from your current hosting company.
4. When you are done filling out the application, please fax it to us at 086 68 65 089.
5. While you are supplying us with the Hosting Application, you will furthermore need to give your current hosting company official notice of service cancellation. To do this, simply type the example letter below to your current hosting company with your details on a company letterhead. Make very sure that they have received the letter of cancellation. By the time we request the domain to be released, they could deny the transfer if they haven't been notified which means we have to start the whole transferring process all over again. Please let us know as soon as you have received confirmation.
6. If you are transferring a .net or .com or .biz domain, please ask your current hosting company for an authorisation code. We will need this to transfer this type of domain. Remember, this will not be necessary for .co.za domains. Please email us the authorisation code.



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7. Once we have received your Hosting Application via fax, you will then be issued with an invoice to transfer the domain. On proof of payment and confirmation of your authorisation code (for .com, .net and .biz domains only), we will start the transfer process by sending a ticket to your current hosting company to release the domain. Your current hosting company should thus release the domain to us providing you have confirmed that you are cancelling their services.
8. We will send you your email account and FTP details to upload your website and set up your email accounts.
9. For instructions on setting up your email account, please visit [www.aftershock.co.za/support.html](http://www.aftershock.co.za/support.html)
10. Domains could take anywhere from 3-10 days to propagate. In the event that your current hosting company denies the domain transfer, the transfer time could take more time until such time that the domain has been released.

### Hosting with Aftershock

Our servers are located on the server premises of Sentech South Africa, at the secure Radiokop signal centre. With direct lines connecting the server farm with the Internet Solutions backbone, this location offers the fastest internet connection (+45 MB p/sec data lines) available to South African visitors, as well as providing the fastest connection in South Africa for international site visitors.

Our servers are Linux based, offering unsurpassed security and reliability, with full RAID onsite mirroring services as well as daily offsite backups, ensuring your data integrity. With 99% uptime guaranteed\*, our servers host various mission critical sites and databases and have proved themselves over the years to surpass the 99% uptime guarantee.

### Domain Name Registration

- Registration of the domain name (One year). Domain name assignment depends on name availability.
- Annual renewal of domain name at same rate as registration.

Below please find a general guideline on domain registrations, moving of domains to our server and annual update fees

[ ] .co.za	(Registration R 400.00, Domain move R 400.00, Annual update fee R 400.00)
[ ] .com	(Registration R 800.00, Domain move R 800.00, Annual update fee R 800.00)
[ ] .net	(Registration R 800.00, Domain move R 800.00, Annual update fee R 800.00)
[ ] .org	(Registration R 800.00, Domain move R 800.00, Annual update fee R 800.00)



**Aftershock Visual Comm.**  
No pretence. Just great design. Full stop.

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## Hosting Packages

HOSTING PACKAGES			
<p><b>Gold Hosting</b></p> <ul style="list-style-type: none"> <li>- HTML &amp; PHP</li> <li>- 10MB Disk space</li> <li>- 250MB Transfer*</li> <li>- 5 x Standard email addresses</li> <li>- 1 x FTP Account</li> <li>- Full website statistics</li> </ul> <p><b>R150.00 per month</b></p>	<p><b>Platinum</b></p> <ul style="list-style-type: none"> <li>- HTML, PHP and MySQL</li> <li>- 20MB Disk space</li> <li>- 500MB Transfer *</li> <li>- 1 x Standard MySQL Database ***</li> <li>- 5 x standard email addresses **</li> <li>- 1 x FTP Account</li> <li>- Full website statistics</li> </ul> <p><b>R250.00 per month</b></p>	<p><b>SO/HO</b></p> <ul style="list-style-type: none"> <li>- HTML, PHP and MySQL</li> <li>- 50MB Disk space</li> <li>- 500MB Transfer *</li> <li>- 1 x Standard MySQL Database ***</li> <li>- 10 x standard email addresses**</li> <li>- 1 x FTP Account</li> <li>- Full website statistics</li> </ul> <p><b>R450.00 per month</b></p>	<p><b>Professional</b></p> <ul style="list-style-type: none"> <li>- HTML, PHP and MySQL</li> <li>- 100MB Disk space</li> <li>- 1GB Transfer *</li> <li>- 1 x Standard MySQL Database ***</li> <li>- 20 x standard email addresses**</li> <li>- 1 x FTP Account</li> <li>- Full website statistics</li> </ul> <p><b>R 750.00 per month</b></p>

### Notes and references:

- ❖ Transfer traffic is counted during monthly usage of both website access and email account usage. Accounts exceeding their allocated bandwidth transfer threshold will be invoiced at R 1.00 per MB of additional traffic used. All traffic packages are non-accumulating.
- ❖ \*\* Standard email accounts are restricted to a maximum incoming message size of 5MB per message and a total maximum mailbox size of 10MB.
- ❖ \*\*\* Standard MySQL database is limited to a maximum of 10 concurrent database connections with a maximum of 10 000 (Ten thousand) questions and a maximum of 5 000 (Five thousand) updates per hour. Number of database tables per database is restricted to no more than 100 tables.
- ❖ \*\*\*\* Accounts may be upgraded between (And including) the 1<sup>st</sup> and the 24<sup>th</sup> of each month, but may not be downgraded within a period of 3 months of requesting an upgrade.

### Webstats

Included with your hosting fees and a nice value-added bonus, we provide you with full web-stats which will list an entire breakdown of whom has been visiting your site, from where in the world they are logging in and on which pages they have clicked. This is a great tool to see how effective marketing campaigns and search engine submissions have been.

**Rosika Voermans**  
DIRECTOR - AFTERSHOCK



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## Example of Hosting Cancellation

### PLEASE PUT THIS LETTER ON YOUR COMPANY LETTERHEAD

14 February 2010

*Dear Sir / Madam,*

I, Mr. **Your Name** of ID no: 700513 5402 081, Director of a company **Your Company Name** hereby officially request the following:

- ⊞ I wish to cancel my hosting with yourselves and move over my Domain to a new hosting company by **insert date**.
- ⊞ Please supply me with all our account details including email accounts that have been set up including current passwords etc as well as current FTP details for our own record.
- ⊞ Please accept the domain transfer request from Webmagic when it is being sent through to you.
- ⊞ Please ensure that no more debit orders be deducted from my account as from date of cancellation. Kindly confirm cancellation via correspondence of debit order cancellation.
- ⊞ Please also issue me with an authorisation code to transfer my domain. **(Only include this bit if you are transferring a .com, .biz or .net domain)**

Your help and corporation in this regard shall be highly appreciated and I thank you very much for the excellent service and technical support that you have offered me in the past.

Please contact me should any problems occur.

**Yours sincerely,**

**Your Name**

**Your contact details + fax + email**