

From: upgrade@abihosting.com

Subject: Upgrade information - FTP Freeze and Online tools demonstration sessions

Dear ABI Hosting Customer,

We are writing to you today regarding our server upgrade plans that are being implemented starting tomorrow until the 29th.

FTP Freeze

As part of this upgrade process we will be freezing your website content (Read access will be given via FTP but we will be revoking write access) from 10am EDT on the 29th of May 2009 until the 8pm EDT 29th of May 2009 when you should be cutting your DNS over to our new web servers.

This FTP freeze is a vital part of ensuring your website is not negatively impacted by this upgrade process. We will be provisioning and testing all of the content on the old servers as we move it over to our new servers during the 20th of May 2009 until the 29th of May 2009, to ensure no content is missed we must restrict access and limit the number of changes that are being made to the sites on these servers.

Should you have any questions or special requests regarding this FTP freeze please contact customer service on 1-866-993-0380 or email us at upgrade@abihosting.com

Online Demonstration Reminder

You are invited to a demonstration of the new tools and services ABI hosting will be offering as of the 29th of May 2009 as part of the upcoming service upgrades.

The presentation will cover the following topics:

- WebsiteOS - A one stop control panel to manage your web services
- Webmail - Our new webmail interface designed to be more user friendly and respond to your commands faster
- WebsiteOS tools - EasyMail Setup, DNS Manager, FTP Manager, SSL Manager and much more

There will be two online sessions:

1. Title: "ABI Hosting Tools Demonstration"

Date: Tuesday, May 19, 2009

Time: 3:00 PM - 4:00 PM EDT

Register now by clicking the link below:

<https://www2.gotomeeting.com/register/438903339>

2. Title: "ABI Hosting Tools Demonstration"

Date: Friday, May 22, 2009

Time: 12:00 PM - 1:00 PM EDT

Register now by clicking the link below:

<https://www2.gotomeeting.com/register/511363699>

DNS Updates

We would also like to take a moment to remind you of the DNS changes you are required to make as part of this upgrade. As a part of this transition, we no longer support private IP addresses unless you have your own private SSL certificate. After the upgrade your DNS will need to be pointed to the new shared hosting IPs:

- 64.29.145.9 for standard hosting customers
- 64.29.145.10 for domain pointing / host header sites
- If you currently have an SSL certificate you will be notified ahead of time with your new private IP. If you do not receive this information by the 25th of May, please contact upgrade@abihosting.com

You should not make any DNS changes to your site until 8pm EDT May 29th 2009.

If you previously had no domain associated with your private IP you can now access your website using the following format:

legacy.legacyIP.abiaccess.com i.e. legacy.123.123.123.123.abiaccess.com

If you are referencing your IP within your code, please contact our upgrade team for a workaround by email at upgrade@abihosting.com

For any upgrade related questions you can email upgrade@abihosting.com before or after the meeting.

We appreciate your understanding during this process and look forward to offering you a range of new products and services.

Kind regards,

ABI Hosting Customer Service
<http://www.abihosting.com>
upgrade@abihosting.com