



1. What are the benefits of the new plans?

A: Our new virtual server plans offer some of the best value in the market in terms of additional features, disk space and email pop accounts at a lower monthly rate. With these attractive changes, the main benefit these new plans bring is greater cost-savings for our clients.

2. Are Webvisions customers eligible for the new plans?

A: Yes. In fact, we welcome existing clients to consider selecting any of the new plans to switch to as they stand to benefit more from the considerable cost-savings.

3. I already have a hosting plan with Webvisions. Can I still change to the new hosting plan without purchasing a new one?

A: Yes. All Webvisions customers are welcome to modify their current account by selecting a new hosting plan from our new range. You can write to [sales@webvisions.com](mailto:sales@webvisions.com) stating your company name or customer number and we will assist you.

4. I have a few months left on my current plan. What will happen to my current plan balance if I select a new hosting plan now?

A: While your plan balance will not change, your server will be upgraded to your new plan selection once we have received your upgrade confirmation so you may enjoy the benefits of the new plan features immediately. Also upon processing your upgrade confirmation, you will be issued an Invoice for the renewal of your service for the next billing period at the new plan rates. The invoice is payable 30-days from its issue date.

Here is a step-by-step description of how an upgrade from an existing paid plan to a new hosting plan would take effect :

- a. You are currently on a BusinessXpress 1, which provides 40mb and 12 pop accounts at a list price of \$40/month, and for which you have paid up to November 2005.
- b. You select to upgrade to the new BusinessXpress Corporate (Unix) plan, which provides 120mb and 12 pop accounts at a list price of \$24.95/month, in September 2005, opting for the 6-month billing cycle.
- c. Upon receiving your confirmation to upgrade, we will upgrade your server immediately to the BusinessXpress Corporate plan and e-mail you confirmation of the changes.
- d. An Invoice will be issued upon your confirmation for the renewal of the hosting plan under the new plan rates for the period December 2005 to May 2006. The Invoice is payable within 30-days from its date of issue.

5. I want to wait until my current hosting plan expires and then select a new hosting plan.

A: You are also welcome to do so. Webvisions customers can renew into the new hosting plans when their current plans expire. All BusinessXpress and EmailXpress hosting plans prior to 2005 will no longer be available for renewal.

As a Webvisions customer, you will receive a letter prior to renewal date of your hosting plan, recommending the nearest plan to your current service. You will be invited to go online to an interface to indicate which plan you wish to switch to. Once you confirm the new plan, you will receive a new invoice for that plan by the next month. If your current hosting plan is not due for renewal, you can contact Webvisions directly now to select your new plan by writing to [sales@webvisions.com](mailto:sales@webvisions.com) with your company name or customer number and we will handle your new plan allocation for you promptly. If you know your plan is expiring soon and you have not received your invitation to select a new plan, please contact us by writing to [accounting@webvisions.com](mailto:accounting@webvisions.com)

6. I have just cancelled my service. Can I revoke the cancellation and take up a new plan?

A: Yes, you may approach us by writing to [sales@webvisions.com](mailto:sales@webvisions.com) or calling 65-67739555 during office hours and we will handle your request for you.

7. I have just signed for a 1-year promotion for an old hosting plan, how does this affect me?

A: If your current discount offer or promotion offer has not ended, you may choose to convert your package to one from the new range by adding an additional year with the new contract. You can also choose to select a new plan and convert any time before your old hosting plan expires. However, please note that there will not be any refunds available if the plan you are on was a promotion or special offer.

8. Is there a minimum time contract/commitment required?

A: There will be a standard contract period will be 6 months.

9. How soon will the new plans take to be setup and ready to use under the new plan?

A: As soon as your order is confirmed, set up will take 1 business day as per normal.