

The logo for Claranet SOHO, featuring the word "claranet" in red and "soho" in dark blue, both in a sans-serif font.

claranet
soho



Frequently asked questions

Web Hosting 2019

The Claranet SOHO logo, with "claranet" in red and "soho" in dark blue.

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1 What changes are Claranet SOHO making to the Web Hosting packages?

Claranet SOHO are streamlining and improving the current Web Hosting packages, from 19 different options into 3 packages. The new packs will be called Bronze, Silver and Gold. In doing so it will enable Claranet SOHO to deliver a better customer experience.

2 Will there be a change to the domains?

No, domains will remain the same in terms of what we offer and the price. Current pricing and options can be found here at www.claranetsoho.co.uk/web-hosting

3 What has changed compared to my current hosting package?

This all depends on which package you transfer to, the details of the Bronze, Silver and Gold package are below. For further information contact our SOHO Support team on **0800 640 8010** or email support@claranetsoho.co.uk who will walk you through the changes we have made to the hosting packs and advise on what service best suits you.

Claranet SOHO Web Hosting packs			
	Bronze	Silver	Gold
Databases	1	2	3
Mailboxes	50	200	250
Mail Space	2GB	4GB	8GB
Anti Spam	Optional	Optional	Optional
Webspace	500MB	8GB	20GB
Bandwidth	2GB per month	Unlimited	Unlimited
	From £100 annually	From £250 annually	From £550 annually
	From £10 monthly	From £25 monthly	From £55 monthly

4 When will the changes come into effect?

Your new package will be active and come in effect on your service renewal date. If you would like to swap over to the new package before this date, please log into your control panel via <http://admin.clarahost.co.uk> and order online or contact the SOHO Support team on **0800 640 8010** or via support@claranetsoho.co.uk

5

How will you be told about the service update?

All new service updates will be displayed at claranetsoho.co.uk/web-hosting and through your control panel on the online shop.

6

What do I need to do if I do not want to renew my service?

If you do not want to renew your service, there are 2 steps you need to follow:

Step 1 – Transfer your domain by sending an email to the support email address support@claranetsoho.co.uk. You will be given specific instructions depending on your domain type.

Step 2 – Cancel your current web hosting package by emailing mshpcancellations@uk.clara.net, this takes 30 days' notice. Both steps need to be completed in order to cancel your service.

7

How long do I have to decide on what package I need?

When your current package reaches its renewal date you will automatically be renewed onto one of the new hosting packages. Your new package will be based on your current service, we will transfer you to a new hosting pack that will give you the necessary functionality that you are using today. Details of the new packages available are above.

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How do I upgrade my current package?

Logon into your control panel via <http://admin.clarahost.co.uk> and order online. Contact SOHO support on **0800 640 8010** or email support@claranetsoho.co.uk and request the package you would like to move to.

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If you have any questions, who should you speak to?

Contact the SOHO Support team on **0800 640 8010** or email support@claranetsoho.co.uk who are there to answer any queries you may have.