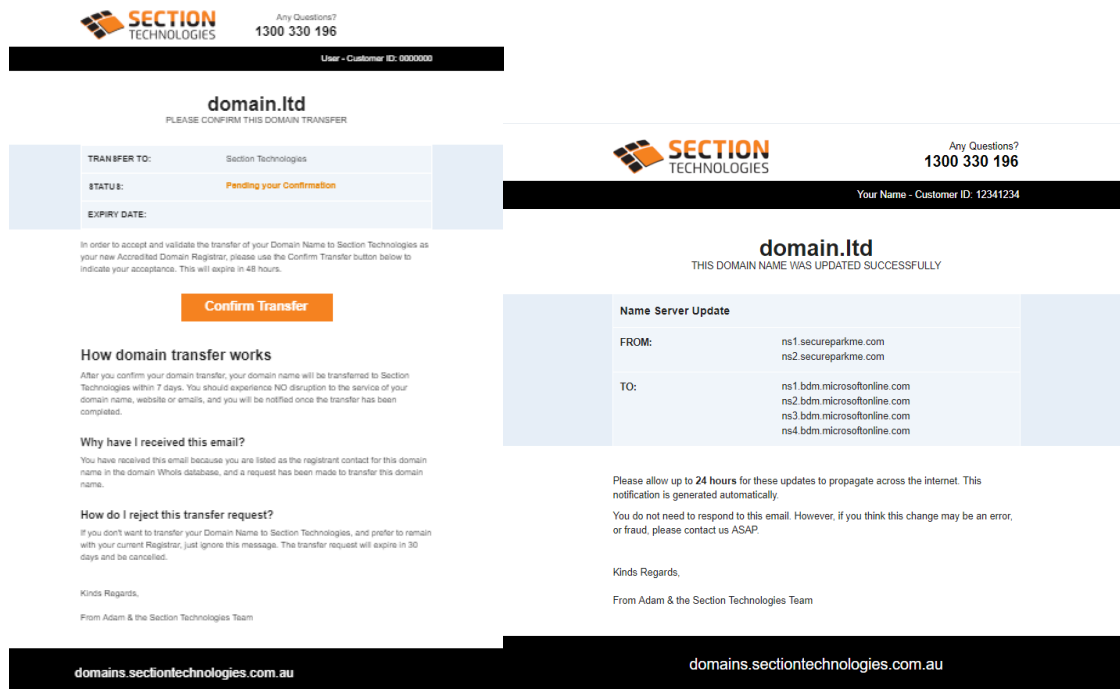


## Section Technologies – Welcome to our new and improved Web/Email service.

As a part of our ongoing commitment to ensuring customers have the best recommended technology.

We are performing an update to your domain name/hosting.

During this time, you are likely to receive an automated email from our systems informing you of changes to your configuration.



**SECTION TECHNOLOGIES** Any Questions? 1300 330 196  
 User - Customer ID: 0000000

**domain.ltd**  
 PLEASE CONFIRM THIS DOMAIN TRANSFER

TRANSFER TO:	Section Technologies
STATUS:	Pending your Confirmation
EXPIRY DATE:	

In order to accept and validate the transfer of your Domain Name to Section Technologies as your new Accredited Domain Registrar, please use the Confirm Transfer button below to indicate your acceptance. This will expire in 48 hours.

**Confirm Transfer**

**How domain transfer works**  
 After you confirm your domain transfer, your domain name will be transferred to Section Technologies within 7 days. You should experience NO disruption to the service of your domain name, website or emails, and you will be notified once the transfer has been completed.

**Why have I received this email?**  
 You have received this email because you are listed as the registrant contact for this domain name in the domain Whois database, and a request has been made to transfer this domain name.

**How do I reject this transfer request?**  
 If you don't want to transfer your Domain Name to Section Technologies, and prefer to remain with your current Registrar, just ignore this message. The transfer request will expire in 30 days and be cancelled.

Kinds Regards,  
 From Adam & the Section Technologies Team

**SECTION TECHNOLOGIES** Any Questions? 1300 330 196  
 Your Name - Customer ID: 12341234

**domain.ltd**  
 THIS DOMAIN NAME WAS UPDATED SUCCESSFULLY

<b>Name Server Update</b>	
FROM:	ns1.secureparkme.com ns2.secureparkme.com
TO:	ns1.bdm.microsoftonline.com ns2.bdm.microsoftonline.com ns3.bdm.microsoftonline.com ns4.bdm.microsoftonline.com

Please allow up to **24 hours** for these updates to propagate across the internet. This notification is generated automatically.

You do not need to respond to this email. However, if you think this change may be an error, or fraud, please contact us ASAP.

Kinds Regards,  
 From Adam & the Section Technologies Team

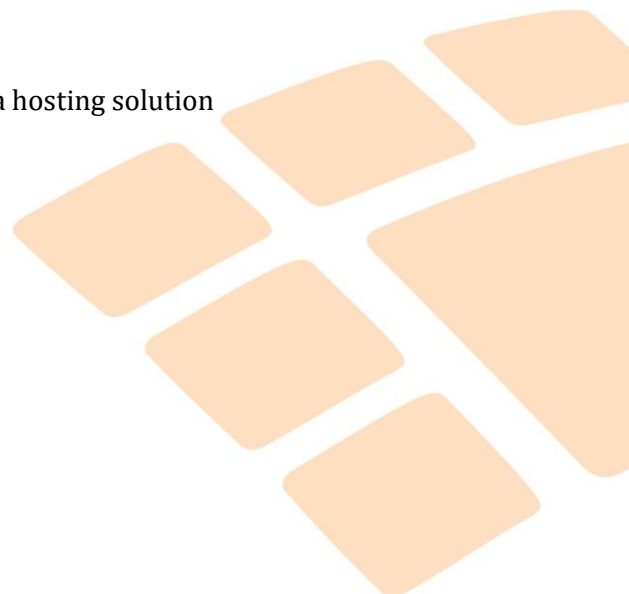
domains.sectiontechnologies.com.au domains.sectiontechnologies.com.au

Most of these changes relate to us migrating your services from an expiring hosting platform. Or leveraging Microsoft 365 online services for those customers that have a subscription.

You will receive an amazing level of service from us now and in the future. We have spoken to many directly who have been through this process and the feedback has been very welcoming.

We are performing this change for the following reasons:

- The current hosting is expiring
- The current hosting is not performing as we expect within a hosting solution
- The existing setup doesn't offer you sufficient redundancy
- Streamlining configuration



## **FAQ (Frequently Asked Questions)**

### ***What do I need to do?***

When we perform this process, we will test everything as best we can.

- The webpages load correctly
- Emails are configured to send correctly
- Mail protection records are correctly configured

However, we will also ask you to test your website fully. Navigate through all of your pages and test all your contact forms.

### ***What will happen to my service when you perform this change?***

This is an excellent question and one we want to address clearly.

- For a minor change related to DNS (Internet GPS) you will not notice a change at all
- For a major change related to website
  - o If this website has a database/ecommerce store we will schedule this out of hours based on your websites quiet period.
  - o The update will initiate immediately for new visitors seeking your website.
  - o For visitors who have previously looked up the website within the last 4 hours there will be a delay before this is again visible. (We will attempt configuration to reduce this to 15 minutes however it is not an enforced setting throughout all 3<sup>rd</sup> party services.)

### ***What will happen to my email during this time?***

Should you be with 365/Gmail services you will not experience any downtime or delays.

If you are hosting your email within the same service, we will be contacting you prior to discuss the process.

- Depending on the requirement you may be affected by
  - o Re-Download of existing email
  - o Change of email password (this will be alerted to you in advance)
  - o Delay of emails by up to 4 hours. (We will stage this change over night so you are not inconvenienced)

### ***What will this cost?***

There is no cost for this change as we consider it our duty to keep all systems optimised and secure. In order to achieve this, we will foot the bill of change.

Note: If any customers on outdated POP/IMAP mail technology wish to upgrade to Microsoft 365 Secure email services at this time you will be provided a discount in any work we need to perform to achieve this for you.

