



Web and email hosting accounts

Our web hosting is provided by Inticon Australia with our dedicated server based in Sydney. Although Inticon manage the physical server, all technical support is provided by Sauced Out.

We use a Linux server with a cPanel interface. We allocate hard disk space and bandwidth (downloads) according to the requirements of each site – so you only pay for what you need. As your site grows we adjust the settings so that you always have enough space.

Hosting accounts

If you choose on to host your site with Sauced Out we will provide you with your own individual hosting account on our server. You get full FTP and controlpanel access to your account.

If at any stage you want to move to another host you can copy your account through cPanel and take your site and emails with you.

Hosting renewal payments

Depending on the plan you choose, your web/email hosting fee is due on your anniversary date every year or month. We will send a renewal notice and invoice the month/week before your fees are due.

Please note that hosting accounts will be suspended if payment is not received within 28 days of the renewal date.

Problems with hosting

Our hosting has a 99% uptime guarantee but like any web server there will be times when the service is unavailable due to software or hardware failures – or downtime with Telstra (who provide the link out to the world wide web from the server).

Here are the steps to take if you encounter any problems with your email or web hosting:

1. Check our Client Centre site at www.saucedout.com - if this site is not available it means that the server is down. If the site is up then please submit a support request.
2. Check our Twitter page for updates on server downtime – www.twitter.com/saucedout
3. Send an email to our emergency email address – saucedout@hotmail.com
4. Call our office on (02) 8014 5544 or our office mobile on 0425 900 559 – leave a message after hours

We will respond to your requests within an hour (during business hours). We may need to seek technical advice from the service provider, however we will keep you informed.

Please note that if the server is down our office and individual emails will not work so please email our emergency address only.



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