

From: Lyron Foster | W2 Interactive Inc <no-reply@w2interactive.net>
Subject: **Are you happy with your W2 Services?**
Date: May 25, 2011 5:06:10 PM PDT
To: Stephen Rider <w2servers@steverider.org>

Hi there,

We realize some customers may not have been clear on the level of service to expect with your Ultra Budget Service. In addition, our recent switch from a money back guarantee to no refunds in our TOS may have left some clients confused or worried. As a result, I am extending the offer of a refund (of unused service time) to any customer who wishes to leave. This is being done to ensure that all of our current clients are 100% happy with their services.

We have many exciting things planned for the near future and hope that you decide to stay with us, but we understand if the service does not fit your needs and you feel the need to seek another provider.

Refund exceptions: Refunds will not be granted in cases of TOS Violations and month to month services.

How to request a refund:

Submit the cancellation of the service by using the "My Services" section of the client area. After your cancellation has been submitted please open one ticket to the billing queue requesting the refund in that ticket. Refunds will be issued within 30 days to the original payment source only. Bank wire refunds will be issued via check.

Moving forward

We have experienced exponential growth recently. Jumping quickly from a very new provider with a handful of clients to over 4000 active vps servers and a client base that has far exceeded our projections. An unfortunate side of this growth is that we have been inundated with support and we realize that the quality that you've become accustomed to has deteriorated. As such -- until we have a better handle on support we are halting our marketing campaigns and not accepting any new clients. However, as existing clients you are still able to purchase new services at your current rate. Simply open a ticket to sales to place a new order.

Whether your experience has been positive or negative, I really appreciate that you've taken the time to try our service(s) and we hope that you keep us in mind in the future.

Thank you,
Lyron Foster