



## Transfer of E Business Directions Customers to HotScot

**What has happened?** As you may know, following the recent and sad death of Douglas Mills, Christine has invited HotScot to take over the hosting services for his clients and passed over the available website files to us. Since then we have where possible used these files to reinstate all these sites, including yours, on our servers with basic web page and email account facilities.

HotScot is an established website design company based in Fort William with 11 staff, and we are delighted to have this opportunity to be of service to you. This letter is to inform you of the problems that may be causing display issues with certain areas of your website and the options we can offer you to rectify the situation on [www.dollshousedesigner.com](http://www.dollshousedesigner.com)

As part of the agreement with Christine there is no charge for work we have done so far and we shall be honouring the hosting charges paid to E Business Directions for the first year, after which we shall issue renewal invoices based on our standard charges of £95 plus vat a year for a brochure website and £195 plus vat for sites with e-commerce.

**So what is the current position?** Many customers will notice that several pages of the website, particularly online shops and links, no longer display properly, this is because it has not been possible to recreate the hosting environment that Douglas used for the sites as many versions of the software used have now been through several updates and for security reasons we need to use the latest versions of codes and scripts which are not compatible with the older versions. There is therefore some recoding needed to make the sites compatible with latest version. We should however stress that this would need to have been done soon anyway.

There is also the added complication that the backup files for many sites have been lost when Simply Web withdrew their services and an attempt was made to transfer to NameHog. This means that the snapshots we have of many of the websites are based on the files as Douglas created them and will not reflect the latest versions where additional products have been added to shops and content changed using the content manager, all of which was driven through a database. Unfortunately we have been able to recover backups of fewer than 50% of databases.

Email has naturally been a big concern and I am afraid that all email up until the point at which we reinstated your domain on our server will have been irrevocably lost. However since last week all sites now have email accounts or forwarders set up with passwords based on Douglas's records and these mailboxes will have been gathering all email sent to them. Additional mailboxes can be added FREE by contacting us.

**What are the options for getting sites working again?** We have conducted some trials to assess the work involved in rebuilding the sites with full functionality and rebuilding the databases, either using the backup files where we have managed to rescue them or starting from scratch, and are able to offer the following options depending on what we have been able to recover:

1. We rebuild and update your cube cart store from a back up of database (where it exists) and existing website files: from £350 plus vat, may be up to £50 more if there is extensive additional restores for the newsletter, links and content management. The advantage of



this is that the store will be updated to the latest secure version.

2. We rebuild cube cart store or OS Commerce store from scratch to replace store databases lost completely, client adds stock inventory on completion: £450 plus vat,
3. We abandon the store and rebuild just the databases for the contact form, newsletter, links and content management to a brochure site £180 plus vat,
4. We remove all function from site to make into a static brochure site, alter navigation if necessary and add HotScot contact form, which has a newsletter facility, £85 plus vat
5. You take your site files to someone else (but you will need to seek Christine's approval)
6. You do nothing and use your site just as it is

Payment terms would be 50% deposit and balance on completion. We can take credit cards but this would be subject to a 5% handling fee.

**Which Option is for me?** This depends on what files and data we have been able to recover. You will need to contact us to discuss this if you have not already received details.

**What do I do next?** If you wish us to help with your site then phone Suzanne, our Sales Manager, on 01397 700 924 or email [suzanne@hotscot.net](mailto:suzanne@hotscot.net). All requests will be taken on a first come first serve basis. If you have any questions or other requirements then please do not hesitate to contact us.

Kind Regards

A handwritten signature in black ink, appearing to read "R Hawkes".

Robert Hawkes MCM  
Commercial Operations