

Here at Clook Internet, we take great pride in our exceptional levels of support. We would go so far as to say that we have one of the best and most responsive support teams in the web hosting industry.

We don't outsource any of our support, nor do we have the faceless, corporate feel of many in the industry. We have personality. In fact, once you have been with us for a while, you will most likely get to know us all by name.

If you have a problem, we appreciate that your business could be on the line. To this end, we don't expect you to wait for hours for assistance. Our support team is on hand 24 hours a day, 7 days a week, and with an average response time of around 7 minutes, your problem won't be around for long.

Although we will always do our best to resolve your problems, and we will help you with more than most support teams, there are some things we can't support. We are a web host, not web developers, and unfortunately there are some things that are outside of our support expertise. Even if we can't do it for you though, we may be able to point you in the right direction.

What We Support:

- All hosting hardware in our datacentres
- Network performance and uptime
- Operating system configuration
- All our client areas
- Accessibility and function of cPanel/WHM
- Operation of standard services
- Security updates and patches
- Installation of SSL certificates
- DNS and nameserver configuration
- Firewall configuration
- Domain configuration (Clook hosted)
- IP address management
- Backup restoration

What We Do Not Support:

- Any client installed script or application
- SEO
- FTP client configuration
- Email client configuration
- Web browser configuration/compatibility
- Configuration of resellers' client accounts
- Non-standard applications
- Website compromises out of Clook's control
- Any third-party services

The following is what we support:

Hardware

We actively monitor all of our hardware. If something breaks, we'll fix it.

Network

We are responsible for all networking equipment and bandwidth under Clook's control.

Operating System

We will install and maintain hosting servers' operating systems, along with maintenance of hosting related software such as Apache, PHP and MySQL. This applies to managed servers only.

Client Areas / Client Portal

If you can't access our support or billing areas, we'll find out why.

cPanel/WHM

Unless due to external network configuration issues which are out of our control, we will ensure that you can access the cPanel interface and WHM (WHM not applicable to Shared clients). We will update cPanel as required.

Operation of Standard Services

All standard services are monitored. We will ensure that services such as FTP, email and MySQL are functioning correctly.

Security Updates & Patches

Our hosting servers will be updated as required to mitigate any newly discovered threats.

SSL Certificates

Just send us the certificate and we'll install it for you. If it's a certificate not purchased through Clook, we'll still install it if you can provide the certificate, key and intermediate bundle files.

DNS

You can change many DNS records yourself, but if you have any problems configuring a domain using Clook's nameservers, just let us know and we'll help.

Firewall

Every port on our servers which isn't required by our standard services is blocked. If you need something opening up, let us know and in many cases we will be able to do this for you.

Domains

If you have any problems with a domain using Clook as the registrar, we'll sort that out for you.

IP addresses

If your server needs additional IP addresses, we will add and configure these for you (Cloud and Dedicated servers only)

Backups

We do perform regular system backups, though we recommend that you also take your own. If you need us to restore something from a backup, whether this is an entire account or just a single database, let us know and we'll do that for you.

The following is what we do not support:

Client Installed Scripts

Although we are very good when it comes to supporting web hosting technologies, we can't be experts at everything. Whether it's WordPress, Joomla, Magento or a site you built yourself, this is your realm and we won't be

able to support it. When it comes to adding themes and plugins, updating the contact details on your site or fixing a malfunctioning script, there are far too many possible variations for us to be able to help you with this. If you can't handle this yourself, you need to seek out the services of a web developer.

SEO

Again, this is very website specific. Many books have been written on this subject, and they don't all agree with each other. We don't claim to be SEO experts, if there is such a thing. This is something you either need to do yourself or employ the services of a third party.

FTP/Email Client Configuration

We will supply you with the server hostname, ports and which credentials to use for email and FTP. Entering them into your email or FTP client should be a simple task, but if you are not sure how to do this, you should check your software's help files or the developer's website for further details.

Web Browsers

All our hosting technologies and client areas are fully compatible with current, standards compliant browsers. If you do have any problems, we suggest updating to the latest version. We can't offer support on browser configuration.

Non-Standard Applications

If you have a cloud or dedicated server, you may want to use software that is not part of our usual installation. In some cases, we will install this for you, but in most cases, we will not be able to support its usage.

Website Compromises

If your website is compromised through no fault of Clook, then we will not be able to clean this up for you. However, if there is a clean backup, we will be happy restore this.

Third Party Services

We cannot offer support for any services supplied by a third party. We will not be able to log into any external control panel to change settings or deal with any supplier directly.