



I am pleased to announce Liquid Web's acquisition of WiredTree, and on behalf of our nearly 600 hosting professionals here, I am extremely excited to welcome you to the Liquid Web family.

In 2016, Liquid Web sought out well-run businesses with similar products, services, and customers – and WiredTree was a perfect match. WiredTree and Liquid Web have a shared history, a remarkably similar platform, and a common philosophy. We are committed to providing you with reliable, secure, and highly available web hosting solutions - surrounded by our over 250 Red Hat, Linux and Windows certified technicians who have repeatedly earned the highest Net Promoter Score and Customer Satisfaction Scores in the hosting industry.

We have been working behind the scenes preparing for this announcement and during this time, we've put in a lot of hard work to ensure this change is an elevation to your hosting experience. We also wanted to be sure we could allay any concerns you may have about this change.

It's important to me that we address some important questions.

First, your pricing will not change.

In fact, we intend to upgrade your services at your current pricing level.

You will have the same or better products and services.

We will be providing you with the same - or better - dedicated and VPS hosting products. Additionally, we have a broad portfolio of products and services available to you including Managed WordPress, Email, CDN, Advanced Spam protection, DDoS Protection and more. Additionally, if you are a reseller of hosting services, we have specialized programs and dedicated resources that can help you grow your business. To speak with a Hosting Reseller Advisor, you can contact us at 1.800.580.4985 ext. 3163 to learn more.

Your IP address will stay the same and you may continue to use the same nameservers.

Your new server will be given an additional IP address and when it is time to move traffic to the new server, your current IP addresses will be transferred so that no DNS changes are required.

You can feel secure.

Our networking and security capabilities are significantly more sophisticated than your current configuration with WiredTree. In fact, we have implemented a "double-protection" DDoS security architecture (addresses both volumetric and targeted attacks) which you will enjoy as soon as you are upgraded to the Liquid Web infrastructure. We guarantee 100% network and power uptime or we'll credit your account 10x for the amount of any downtime you experience, supported by our 24/7/365 Sonar Monitoring team and Networking team. If there's a problem, we fix it fast. We own and control our own data centers. We're never closed.



We will be upgrading your services during the first half of this year. Before the upgrade takes place, we will contact you with information about your personal upgrade schedule and the exact hardware you will receive. Your data will be migrated to Liquid Web's wholly-owned, state-of-the-art data center, featuring industry-leading hardware and premium security services.

We have assigned a dedicated team to work on your upgrade and you will be provided a direct line to communicate with them throughout the process. We will follow up with instructions about your enhanced account and the new features it offers as well as billing and account management. You can be assured that we will do everything we can to make your server upgrade process a smooth one and to make sure your websites transition seamlessly.

If you have questions please don't hesitate to contact us how you always have - by calling 866.523.8733 or opening a ticket at support@wiredtree.com.

And finally, we know choosing a hosting provider is an important and critical decision. Thank you for entrusting WiredTree - and now Liquid Web - with the success of your sites. We intend to earn your business every day. We are proud to have you as a Liquid Web customer and want to be your partner in hosting for years to come.

Sincerely,

A handwritten signature in black ink that reads 'Jim Geiger'.

Jim Geiger
CEO, Liquid Web

About Liquid Web

Liquid Web is a \$100 million hosting company totally devoted to web and cloud professionals like you. For over 17 years, we have been a global leader in Managed Hosting with an [industry leading customer satisfaction rating](#). We are known for our innovative [product portfolio](#), and our exceptional customer service and technical support teams. We are proud of having nearly 600 experienced administrators, engineers, and technicians dedicated and empowered to make your life easier - so you can focus on the work you love. To learn more please visit us at www.liquidweb.com