

Subject: RE: Domain ownership - hosting services.
Date: 2024-12-20 18:37
From: <treasurer@siophavards.cymru>
To: <secretary@siophavards.cymru>, "Clive Hooper"
<chair@siophavards.cymru>

Not sure if Jane should be copied in to this mail.

All the points Chris makes are reasonable.

Point 5 is key - if Brendan is unwilling to return the property of the limited company then we may need to consider at the very least a lawyer's letter with the possibility of seeking legal recovery. We should not have to work round Brendan

From: secretary@siophavards.cymru <secretary@siophavards.cymru>
Sent: 20 December 2024 16:13
To: Clive Hooper <chair@siophavards.cymru>; treasurer@siophavards.cymru
Subject: Domain ownership - hosting services.

Hi Clive,

As discussed here are the business reasons for wanting the key to transfer the domain to Modern.

- * A fresh start on a new hosted service without any question over the neighbouring domains or shared resources that have in the past caused problems with redirection our email to trash/junk folders of recipients.
You'll recall that when we eventually had our own IP address assigned the delivery of our email to inbox went up but is still not s good as it could be on a fresh hosting service platform.

- * Lockouts. The current hosting services are supporting a very large number of customers, their policies on topics such as security have to therefore be broad brush in approach. An example which has been the disconnection of multiple Havards accounts when one, non-existent account has had a number of attempted logins. Modern have made clear that

- * the hosted service we will be on is not populated with a large number of accounts. They offer a service per customer rather than a board brush approach. In addition, the "reputation" of the hosted platform from Modern is good which carries considerable weight when email is sent out and will lift our email to inbox hit rate.

- * and were we to suffer the same problem of repeated login attempts only that email account would be disabled for a period of time.

- * Inventive Hosting Support: Whilst no doubt technically capable, trying to get to the core reason for the lockouts and importantly how to resolve it was not easy. It was clear that they really wanted to only talk to Brendan and his availability given his other commitments has and remains an inhibitor to prompt resolution of trouble tickets.
Importantly Modern, located in Pembroke are a local team, that will know us and our services, have support available when we need it.

- * Control over the Domains is important and should be held within the determination of the company's executive as to where and who hosts the service. Modern stated clearly that as part of

any dissolution of the contract with them, they, as part of our contracted service would ensure all services and keys to transfer any service they were hosting or supporting would be provided without hesitation or delay and they would fully assist in our transfer to a new vendor.

* Developing the website - full access to the domain as owner is required. A lesser or controlled access will only inhibit progress as the developer hits a limit of access provided by Brendan. There are certain activities which only the hosting provider can perform and delay to that will again inhibit prompt progress and cause additional costs.

* Finally, and somewhat contentious, the company owns the domain, Brendan is a volunteer but holds the keys to our domain and with it the ability to control and if he disagrees, which he has campaigned vigorously against the use of Modern, could inhibit or stop progress. The keys should be held with the board, not a volunteer.

Any one of these reasons is reason enough to insist Brandan passes our domain to whom ever we determine should provide the service we choose to provide.

Kind regards,

Chris Morgan

Secretary, Director.

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www.siophavards.cymru [1]

07770971543

Links:

[1] <http://www.siophavards.cymru>