

bangoid

111 Stanmore Hill
Stanmore
Middlesex
HA7 3DZ
England

+44 20 8954 2900
joel@bangoid.com
www.bangoid.com

Saturday, 23 February 2002

Titan Internet:

I cannot emphasise highly enough how pleased and impressed I am with the service provided by Titan over the last year that we have been hosting with them.

As a Web Design Agency we must be able to offer our clients a complete and reliable service from the beginning to the end of the website production process. We are not in a position to pick and choose which services we supply, and therefore if clients request a product that we do offer ourselves, we need to know that we have a reliable partner to fall back on who will give our clients the efficient, friendly and competitively priced service that they have come to expect from us. We have found such a partner in the form of Titan Internet.

We previously hosted with two other companies and continued looking for a new host due to our dissatisfaction at the service we were receiving.

One, a major player, who were unreliable and expensive (Fasthosts) left us feeling like an insignificant part of their vast turnover and more importantly their service was poor with downtime way above acceptable levels. Months later in an attempt to regain us as customers, they assured us that the experience that we had had with them was unusual and that in the months since we left that they had improved dramatically. We had no interest in giving them "a second chance".

The other hosts that we tried were a much smaller company (Webtapestry), where we felt that we may receive the level of personal service required. This company were inefficient and inept not to mention apathetic, even when being asked to correct mistakes that they had made. When phoning the support line, I felt as though I was interrupting somebody's tea break and really inconveniencing them by requesting that they do some work.

Discovering Titan was a breath of fresh air. They are reliable, friendly, economical and very, very efficient. The epitome of their attitude can be summed up by something that Lee of Titan said to me. Having just apologised for emailing him for the 18th time in about 24 hours to request another modification to one of our accounts again, I received the reply, "No problem, you pays your money, you gets your support." - If only more people thought like this.

Please feel free to phone / email me for a reference. I would more than happily wax lyrical about Titan Internet all day long.

Joel Kritean, bangoid