

25 May, 2002

Re : Titan Internet

When I was asked to provide a reference for Titan Internet, it was a no brainer, however, I am still struggling to think of the right words that will adequately boast the quality of Titan's service and staff.

We have had an internet web site since 1994, since then we have tried several hosting providers, lured in by the silver tongue of the Sales Exec we paid our money, but when it actually comes to delivering the service in a quality way, ah, now we have a problem, generally the service would run OK for a while, then it would break, this is when you need the quick support, but, you can never get hold of them, emails get ignored, premium rate phone lines keep you on hold for ages, and when you do finally get through to someone, they don't have a clue, we will call you back they say, you guessed it, they don't !.

You don't get any of this "rubbish" with Titan !!

When we moved to Titan after falling out with our last ISP, I braced myself for a few days worth of hassle, website file copies, DNS changes, setting up new email addresses, etc, etc, but Titan's staff just sorted it out, and it all worked first time, I was amazed, this seemed too good to be true, I double checked everything myself, and it really did all work, I was then even more impressed !!



Nowadays we have 6 live sites with Titan, one of which is an e-commerce site (if it stops we lose money), and several other domains that they manage for us, since being with Titan it has never stopped working outside of scheduled maintenance periods, (which I was informed about prior to it happening). The staff never appear to sleep, and they really know their stuff, nothing is too much trouble, requests are furnished in a timely manner, and they work first time, what more can I say.

We also host our own customers sites with them, because we have that comfort feeling.

I have no hesitation in recommending Titan to anyone, large or small, and if you're still not convinced you can send me an email and I'll crow about them some more.

Yours Sincerely,

Jonathan Aston
jon.aston@ingenuity.co.uk
IT Consultant. MCSE. MCNE. CNP. A+ST

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