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Nimbus Acquisition by World Host Group – FAQ

1. Will my price be changing?

No, your current pricing structure will remain the same. If any changes are made in the future, we will notify you well in advance.

2. Is my contract still valid?

Yes, your existing contract remains valid and will continue to be honoured under the same terms you originally agreed to with Nimbus.

3. What will be the impact on support?

You will benefit from enhanced support. With the acquisition, you'll have access to a larger, more technical support team, which will be available 24/7. We're expanding our capacity to offer faster response times and more comprehensive global support.

4. Will there be any changes to the services I currently receive from Nimbus Hosting?

No, the services you currently receive will not change. All your existing services will continue as normal, with the added benefit of being part of a larger global network, which means more resources and expertise.

5. Will the terms of service change under World Host Group?

Your terms of service will remain the same. Should there be any updates to the terms in the future, we will ensure you are fully informed with plenty of time to review and discuss any changes.

6. Will I need to sign a new agreement with World Host Group?

Your existing agreement with Nimbus will be honored by World Host Group, and no action is required on your part.

7. Will my data be transferred to new servers or locations?



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As part of the World Host Group, you now have the option to host data in additional global data centres if needed. Any transfer of data will be communicated to you with appropriate notice.

8. Who should I contact if I have billing issues after the acquisition?

You will continue to contact the same billing department for any inquiries. If there are any future changes, we will provide clear instructions on how to get in touch with the right team.

9. Who can I contact if I have concerns or questions during the transition?

Our dedicated support team remains your primary point of contact. If you have any concerns or questions during the transition, please don't hesitate to reach out to our support team in the same way you always have.

10. Will there be any changes to the website or client platform?

At this time, there are no immediate changes planned for the Nimbus website or client platform. If any updates are made, we will inform you well in advance.

11. Can we now host internationally?

Yes! One of the key benefits of joining World Host Group is expanded access to global data centres. You now have the option to host internationally, with additional locations available worldwide to meet your needs.

12. Do I still go through the same support channels to raise tickets, or will there be changes?

You will continue to use the same support channels to raise tickets. However, with the larger team now available, you can expect faster resolutions and support around the clock. Tickets are now found within the Platform, meaning a seamless experience for your team a full guide can be found [here](#).



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We continue to make changes and improvements to the support system - we've got some more improvements coming soon.

13. Are you making any changes to the products you offer as a result of this?

For now, all current products and services remain unchanged. We are constantly reviewing our offerings to ensure we provide the best solutions, and any new products or updates will be communicated to you.

14. Will there be new SLAs (Service Level Agreements)?

At this time, there are no immediate changes to SLAs. If any updates are made in the future, you will be notified, and the changes will be designed to enhance the service you receive.

15. What will this mean from a security point of view?

Security remains a top priority. The acquisition strengthens our ability to invest in the latest security measures and best practices. With a larger technical team, we will continue to maintain and improve the security of your data.

16. What are the benefits to me (client) with this change?

The key benefits to you include:

- Access to a larger, more technical support team with 24/7 availability
- Hosting options in multiple worldwide data centres
- Enhanced resources for faster issue resolution and expanded service offerings
- Greater infrastructure and security investments, ensuring a robust service.

17. Will this impact the referral program?

We are pleased to share that the referral program will continue, and we expect you will continue to enjoy its benefits. Your support through referrals means a lot to us, and we're committed to maintaining a rewarding experience for you. We'll keep you informed about any exciting updates or enhancements along the way.



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18. Will there be any downtime or service interruptions during the transition?

No, there are no planned service interruptions as a result of the acquisition. Our teams are working to ensure a smooth transition with no disruption to your services. If any maintenance or upgrades are scheduled, we will provide advance notice.

19. Will the company name (Nimbus) change?

At this time, Nimbus will continue to operate under its current brand name. Should we decide to rebrand in the future, we will inform you well in advance and provide guidance on any related changes.

20. What will happen to the Nimbus team I've been working with?

The Nimbus team will continue to support you as usual. The acquisition means the team will grow, providing you with additional expertise and support.

21. Will World Host Group have access to my data?

World Host Group is committed to maintaining your data privacy and security. Your data will continue to be managed under the same strict privacy guidelines you agreed to with Nimbus.

22. What if I don't want to be part of the World Host Group? Can I opt out?

While the acquisition is a company-wide decision, your service terms remain intact. If you have concerns about the acquisition, we encourage you to reach out to our support team or your Account Manager to discuss your specific situation.

23. How does this acquisition impact Nimbus' focus on Agencies businesses?

Our commitment to Agencies remains strong. The acquisition by World Host Group provides more resources to better serve this sector, allowing us to offer even more support and improved services tailored to your needs.



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24. Does this acquisition affect the company's vision or priorities?

No, the vision and priorities that guided Nimbus will continue, with added resources to enhance our ability to achieve them. The acquisition allows us to accelerate growth while maintaining our core values.

25. Will the payment process or billing cycle change?

There are no changes to the payment process or billing cycles. You will continue to be billed as usual, and if there are any updates in the future, we will provide clear communication about the changes.

26. Will there be any changes to Nimbus' leadership team?

While there may be some integrations at the executive level, the core leadership team at Nimbus will remain. This ensures continuity in how we operate and serve you, with the additional backing of World Host Group.

27. Will the acquisition affect my ability to upgrade or change my services?

No, you will continue to have full flexibility to upgrade, downgrade, or modify your services as needed. The acquisition will even expand your options in the future with new offerings and global capabilities.

28. Will the acquisition impact the level of personalisation and support I receive?

The acquisition is designed to enhance the level of support you receive. While we are scaling up, we are committed to maintaining the personalised service Nimbus customers have come to appreciate. You will have more access to specialists and resources while keeping the personalised touch.

29. How does this affect my data sovereignty and compliance with regional laws?



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Nimbus and World Host Group remain fully compliant with all regional data laws, including GDPR and other international regulations. You can choose data centres in specific regions to ensure compliance with your industry's requirements.

30. What new services or features can I expect as a result of the acquisition?

While no new services are being introduced immediately, you can expect future innovations and product offerings as we integrate with World Host Group. This will include access to advanced infrastructure, security enhancements, and potential new tools that cater to your evolving needs.