ZNETLIVE®

Frequently Asked Questions (FAQs)

Below are answers to frequent queries related to the services shifted from ZNetLive.

1. **What will happen to my existing Domain/Hosting/VPS/Dedicated Server services?**

    ZNetLive's Domain/Hosting/VPS/Dedicated Server services are now acquired by Hosting Raja (WHG INDIA), a group company of the MNC World Host Group GmBH and will be managed by them. All your other services will not be shifted and will continue as it is with ZNetLive.

2. **Will there be any downtime during this change/shift?**

    There will be no downtime as there is no migration happening currently. You will be notified in advance by Hosting Raja team if there are any scheduled maintenance windows.

3. **Where can I access my services going forward?**
    *   You can access your existing hosting and domain services in the Hosting Raja customer panel.
    *   All other services will be available in your ZNetLive customer panel.

4. **How will I manage my services shifted to Hosting Raja?**

    *   You can access your domain and hosting services in the Hosting Raja customer panel.

5. **What if I have questions about the shifting of services?**

    Please don't hesitate to contact the ZNetLive Billing Team at billing@znetlive.com for assistance.

6. **Can I still order new Domain, Hosting, VPS, or Dedicated Server services through ZNetLive?**

    Unfortunately, no. As per our future business strategy, we will no longer be offering these services for direct purchase.

    However, you can connect with Hosting Raja team for these services. You can login to https://znet.hostingraja.in/ to buy these services or you can contact the sales team of HostingRaja at znet@hostingraja.in, they will be happy to help you.

7. **I have a renewal coming up, whom should I contact to get it done?**

    You can raise new ticket using the new portal https://znet.hostingraja.in/ or email at znet@hostingraja.in, Hosting Raja team will help you.

8. **I have an ongoing ticket, who will support me going forward?**

    You can raise new ticket using the new portal https://znet.hostingraja.in/ or email at znet@hostingraja.in, Hosting Raja team will help you.

9. **Will I have access to my service history? Will I be able to access my old orders, invoices, support tickets?**

    - Your current services will be marked as "Shifted" in your ZNetLive customer panel. While you can view service details and history; but renewal, upgrade, or any other management actions will be unavailable.
    - These services will be available in your Hosting Raja control panel.

10. **Will the pricing of the services also change?**

    There's no plan as such as of now.