

What happens if my service is suspended or terminated due to unlawful conduct? *

We take the security and well-being of our platform very seriously, and we want to make sure that our services are always being used for lawful purposes. In the rare case of unlawful conduct, such as DDoS attacks or spamming, we may need to suspend or terminate your service.

Working with you to avoid service interruptions

If we have to suspend or terminate your service, we will always try to work with you to avoid service interruptions. We will contact you beforehand and give you time to correct the problem. In most cases, we can restore your service after the issue is resolved. However, please note that we reserve the right to charge a restoration fee if the issue is not resolved within the given time frame.

Protecting your data

If we have to permanently suspend or terminate your service, we will let you know and offer to provide a backup of your data. We save all data for ten days, after which we cannot guarantee its availability unless you have a paid backup service. We strongly recommend using a paid backup service, as it provides reliable and continuous data storage.

Retrieving your data

If you don't have your backups, we can provide temporary access to your data for a fee. The fee includes direct access to your data or backups of up to 2 TB of disk space. If you have more than 2 TB of disk space, additional fees may apply for each additional 2 TB. We will give you 30 days to retrieve your backups each time we charge a fee.

Please note that the fee may change over time. For current fee information, please contact us.