

# Why is Your Service Suspended and How to Get It Back Online?

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If you are experiencing a service suspension, we're here to help!

Let's start by checking the bandwidth usage of your service. If your service still has available bandwidth, it's possible that a late payment in our billing system is causing the issue.

To confirm if this is the case, log into your client area, and you'll see an alert on your dashboard indicating the amount that is past due. Once you have paid any outstanding invoices, please wait for up to 5 minutes to see your service working again.

If your billing account is fully paid and up-to-date, there may be a security or abuse issue that needs to be addressed. In this scenario, we will open a ticket to notify you about the situation and provide further instructions on how to resolve it.

It's essential to address any security or abuse issues as soon as possible to ensure your service is restored quickly and prevent any further issues from occurring.

In either case, our dedicated support team is here to assist you! If you have followed the instructions in this article and still need help, please don't hesitate to contact us at your earliest convenience.

We are committed to providing you with the best service possible, and we look forward to resolving any issues you may have.

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