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# CH0201

## Web Hosting Terms and Conditions



Systems Administrator  
Connect Hosting

# Connect Hosting

## Web Hosting Packages Terms & Conditions

### 1. Overview

- 1.1. Connect Hosting is a trading name of ACTIVE COMPUTERS UK LIMITED, a company registered in England and Wales with registered office: Suite 5b Rossett Business Village Llyndir Lane, Burton, Rossett, Wrexham, Wales, LL12 0AY
- 1.2. Connect Hosting provide Website Hosting Services for business and private individuals.
- 1.3. Our Website Hosting Services are defined as Packages which are purchased on a monthly or yearly basis with set limits on various aspects of Website features.

### 2. Web Hosting Packages

- 2.1. All Web Hosting packages implement a Control Panel interface for you to manage your website.
- 2.2. The Control Panel provides access to usage details including Disk Usage, Bandwidth Usage, Number of Email Accounts and many other metrics.
- 2.3. The Control Panel allows you to create Publicly Accessible files and folders which make up a website or application.
- 2.4. Connect Hosting may remove these files and folders if they are reported to be causing offence or are part of any potentially illegal activity such as unlicensed use of copyright content.

### 3. Package Limits

- 3.1. Each package has its own defined allowances and restrictions. These cover the vast majority of web hosting features.
  - 3.1.1. 'Disk Usage' The amount of 'Space' (Measured in Megabytes) used by this web hosting account, including e-mails and any other files.
  - 3.1.2. 'Monthly Bandwidth' The amount of data (Measured in Megabytes) transferred to and from the web server by this account in a month.
  - 3.1.3. 'FTP Accounts' The number of different users which have access to the Web Server using the File Transfer Protocol.
  - 3.1.4. 'Email Accounts' The number of different Email users who can send and receive email messages.
  - 3.1.5. 'Email Lists' An Email List allows you to send Email messages to many recipients by sending a message to one Email address.
  - 3.1.6. 'Databases' The number of MySQL Databases which can be used to store and process data on the Web Server. Applications such as Wordpress require a database.
  - 3.1.7. 'Sub Domains' The number of domain names you can host that are based on your main domain name, e.g. **mail**.connecthosting.co.uk is a sub domain of connecthosting.co.uk
  - 3.1.8. 'Parked Domains' = Parked domains are additional domains hosted on your account which display the same website as your primary domain.
  - 3.1.9. 'Addon Domain' = An addon domain is a fully functional domain that can be created from within your control panel. This addon domain is a new, unique website hosted in a new folder on your account so that you can host several domains from one control panel.

### **3.2. Connect Copper Hosting Limits**

- 3.2.1.Disk Usage Limit = 1000MB
- 3.2.2.Monthly Bandwidth Limit = 3000MB
- 3.2.3.FTP Accounts = 1
- 3.2.4.Email Accounts = 3
- 3.2.5.Email Lists = 0
- 3.2.6.Databases = 2
- 3.2.7.Sub Domains = 1
- 3.2.8.Parked Domains = 0
- 3.2.9.Addon Domains = 0

### **3.3. Connect Bronze Hosting Limits**

- 3.3.1.Disk Usage Limit = 3000MB
- 3.3.2.Monthly Bandwidth Limit = 5000MB
- 3.3.3.FTP Accounts = 1
- 3.3.4.Email Accounts = 5
- 3.3.5.Email Lists = 0
- 3.3.6.Databases = 2
- 3.3.7.Sub Domains = 1
- 3.3.8.Parked Domains = 0
- 3.3.9.Addon Domains = 0

### **3.4. Connect Silver Hosting Limits**

- 3.4.1.Disk Usage Limit = 4500MB
- 3.4.2.Monthly Bandwidth Limit = 7500MB
- 3.4.3.FTP Accounts = 3
- 3.4.4.Email Accounts = 10
- 3.4.5.Email Lists = 2
- 3.4.6.Databases = 4
- 3.4.7.Sub Domains = 2
- 3.4.8.Parked Domains = 0
- 3.4.9.Addon Domains = 0

### **3.5. Connect Gold Hosting Limits**

- 3.5.1.Disk Usage Limit = 5000MB
- 3.5.2.Monthly Bandwidth Limit = 10000MB
- 3.5.3.FTP Accounts = 10
- 3.5.4.Email Accounts = 15
- 3.5.5.Email Lists = 5
- 3.5.6.Databases = 10
- 3.5.7.Sub Domains = 5
- 3.5.8.Parked Domains = 0
- 3.5.9.Addon Domains = 0

## **Over usage**

4. When your account exceeds the agreed limits for Bandwidth or Disk Usage your website will continue to operate. The additional usage will be logged by our billing system and charged at the end of the month.
  - 4.1. The Current rate for Disk usage outside of your limits is £3.00 per 100MB.
  - 4.2. The Current rate for Bandwidth usage outside of your limits is £2.50 per 100MB.

## **Upgrades**

5. If your account regularly exceeds the agreed limits you may upgrade your package to provide a more suitable limit for Disk Space and Bandwidth.
  - 5.1. 1GB of additional Disk Space: £10.00 per month.
  - 5.2. 1GB of additional Bandwidth: £7.00 per month.
  - 5.3. 1 Additional E-mail Account (with 250MB Disk Space): £3.99 per month.
  - 5.4. 1 Additional Database: £2.00 per month.
  - 5.5. 1 Additional FTP Account: £2.00 per month

## **Service Delivery**

6. Due to the nature of the service we cannot guarantee 100% uptime and availability of your service. The current up-time statistics can be found on our website:  
<https://connecthosting.co.uk/uptime-status/>

## **Fees**

7. Your Web Hosting Service will be charged using an automated billing system. You will need to login and pay when invoices are generated.
  - 7.1. Invoices are sent via E-Mail and are accessible in the Client Portal ([www.connecthosting.co.uk/portal](http://www.connecthosting.co.uk/portal)).
  - 7.2. Alternatively, you may set up a Direct Debit Agreement so that payments may be taken on the due date without the need for interaction.
  - 7.3. You may pay for Services on a Monthly or Yearly term.
  - 7.4. Any Setup Fees must be paid before a package is activated.

## **Termination**

8. If you wish to terminate a service you should login to the Client Portal, ([connecthosting.co.uk/portal/](http://connecthosting.co.uk/portal/)) select the package you wish to cancel and press 'Request Cancellation'
  - 8.1. We reserve the right to terminate any account which we believe is operating illegally by providing 24 hours' notice.
  - 8.2. We may suspend and terminate any service if payments are not made on time.
  - 8.3. Your service will be suspended automatically after 4 Days if an Invoice remains overdue.
  - 8.4. Your service will be terminated automatically after 14 Days if an Invoice remains overdue