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# Contacts

Questions related to our contacts.

# Request a Callback for Personalized Support

Unfortunately, due to the high volume of work, we are currently unable to offer callbacks. We appreciate your patience and understanding during this time.

We are dedicated to providing you with high-quality customer support. While our main support channels are through the ticket system, email, and live chat, we also offer the option to request a callback from our technical support team.

## Callback Pricing

To add a more personalized touch, you can request up to three callbacks per month for a nominal monthly fee. Each callback costs only 9.99 USD, or a total of 14.99 USD per month for up to three callbacks.

## Country Availability and Language

We currently offer callbacks for customers in select countries, including but not limited to Brazil, Canada, Portugal, the United Kingdom, and the United States. Our callbacks are conducted in either English or Portuguese.

## Important Conditions

Please note that callbacks cannot be made for security or abuse matters, as we require a full written record of all communications in these cases. Each callback is limited to 15 minutes, so if you need more time, it will count as an additional callback. Finally, all callbacks must be scheduled ahead of time to ensure we can provide you with the best possible support.

## How to Request a Callback or Voice Call

If you're interested in requesting a callback or voice call, please reach out to our team using the same guidelines. We're here to help and look forward to providing you with personalized support.

# How Does the Live Chat work?

Our live chat feature is readily available to assist you with any inquiries or issues you might encounter. We are operational during our standard business hours, from Monday to Friday, excluding holidays.

We appreciate that certain concerns may necessitate a more thorough investigation. If your issue can't be immediately resolved through live chat or other similar means of contact, our team will guide you on how to submit a ticket for our technical support team to delve deeper.

For the security of your account, we regretfully cannot disclose confidential account details through our live chat system. We kindly request you to submit a ticket or send us an email containing your request, using the primary email associated with your account.

In case our live chat is temporarily unavailable, there's no need for worry. Please leave us a message, and we promise to revert back to you at the earliest. For pressing matters, we advise that you submit a ticket with the relevant priority level to guarantee a speedier response.

# Can I Contact You via Snail Mail?

Thank you for your interest in contacting us! We're glad to assist you in any way we can.

To reach us, we have a few convenient options available that you can choose from. If you have any inquiries, we recommend contacting us through our ticket system, email, or live chat. These options allow for faster and more efficient communication, ensuring that we can respond to your questions and concerns promptly.

While we appreciate all forms of communication, at this time, we do not accept inquiries through snail mail. We apologize for any inconvenience this may cause, but we have found that our other communication methods are more reliable and effective.

Please let us know if you have any further questions or concerns, and we would be happy to assist you.

Legal

Legal

# Do You Accept Adult Content on Your Servers?

We prioritize following the law of the land. Therefore, we permit adult content on our servers only in countries where it is legal. We assure you that if this changes, we will update this article accordingly.

We occasionally receive messages from concerned individuals who ask us to stop allowing adult content on our servers. We understand that some people have different reasons for being against it, such as political or religious beliefs. However, we must remain impartial to any political or religious statements. If the law changes in a country where we have servers, we will update our terms and services accordingly and specify it on this page for your convenience.

We have also heard concerns about the stability and speed of our services due to the allowance of adult content. However, we want to assure you that all accounts are limited to their subscribed resources to prevent any negative impact on other accounts on the same physical machine. In other words, you can rest assured that our services will remain fast and stable.

If you have any further questions or concerns about this topic, please don't hesitate to contact us. We're always here to help.

# Understanding Our Network and Policies Regarding DDoS Attacks

We take the issue of distributed denial of service (DDoS) attacks very seriously. It is not permissible to use our network to perform such attacks. If we discover that our network is being used unlawfully to conduct DDoS attacks, we will suspend the offending service immediately, either temporarily or permanently, depending on the situation.

We understand that you may have concerns about your privacy. Rest assured, we respect your privacy and do not monitor or control the traffic passing through our network connection. If we receive a complaint or notice unusual activity on our network, we will promptly investigate further to protect our network and other users.

In the unlikely event of a permanent suspension, we will assist you in retrieving your data. For more information, [please visit this page](#) to learn how the process works in case your service is suspended due to unlawful conduct.

We hope this clarifies any confusion and helps you feel more comfortable using our network. Thank you for considering our services, and please don't hesitate to contact us if you have any further questions.

# Can I use CentOS 6 x64?

With our unmanaged services, such as unmanaged VPS, VDS, or dedicated servers, you have the freedom to use any operating system you prefer. However, please note that CentOS 6 has reached its End Of Life (EOL) and is no longer recommended for production use.

If you're interested in using CentOS 6 x64 for a managed service, please provide us with more information about your specific use case scenario. We will assess the situation and determine if we can manage it for you.

# Where Should I Register My Domain Name?

It's essential to choose the right company for registering your domain name. While you may be tempted to opt for the cheapest option, remember that you often get what you pay for.

We recommend registering your domain with a trusted and reputable company. If you believe we are the right fit for your needs, we promise to provide excellent service and never trap you into staying with us. Our goal is to ensure your satisfaction and foster a long-lasting, mutually beneficial relationship.

# Customer Expectations When Using Our Best-Effort Support

This article outlines customer expectations when using our best-effort support and explains how it works.

## Customer Support Without a Professional Plan

Except for issues that fall directly within our responsibility and services associated with a professional support plan, we provide best-effort support in all other cases.

In simple terms, best-effort support means we strive to assist you to the best of our abilities. Legally, it entails making all reasonable endeavors to deliver support to the highest of our capabilities.

## Support for Issues Outside of Our Responsibility

Here's what you can expect when requesting support for issues like:

- My WordPress website stopped working after installing a plugin or changing a setting.
- I stopped receiving emails after changing a DNS entry in my domain.
- The web server on my unmanaged server crashed.

We always advise creating backups before making alterations that you do not fully comprehend. If feasible, reversing your previous actions or restoring a backup related to the changes you made might be the quickest solution to your problem.

If you can't restore a backup or prefer not to, we'll provide instructions to assist you with your issue whenever possible.

If there's a specific section of the instructions you don't understand, we'll send an article with additional guidance. If you continue to face difficulties, we'll do our utmost to help you troubleshoot the problem or further clarify the instructions.

If you still cannot follow our instructions after we provide illustrative examples (which might include images or videos), we'll send you a quote to resolve the issue on your behalf (when possible).

Please be aware that to prevent potential misuse of our best-effort support, we will refer you to previously opened support requests for recurring issues. For instance, if you repeatedly install plugins on your websites causing the same or similar issues, and we've assisted you in the past, we will direct you to the previous instructions.

For unknown or undocumented issues, we may need more information to replicate the problem, such as a video from you demonstrating the issue or your permission to access your service.

## Asking for Support to Complete a Task

You may contact us for help with tasks like:

- Changing a DNS entry on your service.
- Creating an email account.

- Accessing the FTP service.

In these situations, we'll provide instructions to assist you whenever possible.

If a specific section of the instructions we sent isn't clear to you, we'll send an article with further guidance. If you continue to experience difficulties, we'll do our best to make the instructions even clearer.

If, even after we provide illustrative examples (which may include images or videos), you still can't follow our instructions, we'll send you a quote to carry out the task on your behalf.

Please note, to prevent potential misuse of our best-effort support, we'll refer you to previously opened support requests for recurring tasks. For instance, if you repeatedly ask how to create an email account on your web hosting service and we've already assisted you in the past, we'll direct you to the previous instructions.

## New Customers

We offer a free migration service with all of our web hosting plans (including reseller plans) and managed services (for example, managed VPS plans) to help you sidestep the tedious task of migrating the data yourself.

Furthermore, as a new customer, you receive priority support through Live Chat and other similar contact methods (such as Telegram) during the first 30 days. This will help you resolve any potential issues more quickly and get started with our service.

After the initial 30 days, you can still request support via email and tickets, while best-effort support requests through live chat or similar contact methods may require an appointment.

## Reselling Web Hosting Services

If you've opted for a plan that permits you to resell web hosting services, it's important to understand that the prices we charge do not include support for your customers. Unless otherwise stated in writing, your customers cannot reach out to us for any form of support. In essence, you are solely accountable for providing support to your customers.

Reseller Web Hosting plans offer more resources at lower costs per GB of disk space and other resources, compared to web hosting services sold to end customers. The pricing of these plans reflects a discount not just because you are purchasing in bulk, but also because you will be the one offering support to your customers.

Even if you don't opt for a professional support plan, our best-effort support is available for most topics. However, as a reseller, it's expected that you or someone in your company will take note of the information and instructions we provide, in order to avoid repeated support requests on the same topic.

Recording the information and instructions we provide benefits everyone, especially your customers, who won't have to wait for a third-party response. Ultimately, being able to resolve support requests faster will contribute to the success of our businesses.

As a reseller, we recommend opting for a professional support plan if you struggle to keep track of the provided instructions. Best-effort support requests for similar tasks or issues will be assigned a lower priority to prevent impacting response times for other customers who don't exhibit the same behavior.

## High-Quality Services on a Budget

Within the first 30 days, we may address issues beyond our remit (for instance, with your WordPress installation) to assist you in getting started. However, please don't assume this service will continue for free.

We deliver high-quality services within a budget. The notion of having "your system administrator, developer, or IT consultant for \$5/month" — regardless of your payment amount — is not part of our offer. We recommend subscribing to a professional support plan if you desire any of our team members to perform tasks on your behalf.

## Professional Support Plans

If you spend over 250 USD/month on services (excluding domains, licenses, and SSL Certificates), you can make best-effort support requests through Live Chat or similar contact methods without needing an appointment or a professional support plan.

Our professional support plans could be an attractive option for companies seeking direct support through Live Chat or similar contact methods, without having to schedule an appointment. Additionally, subscribing to a support plan could be beneficial if you prefer to outsource tasks or solve issues that might fall outside our standard responsibility.

## More Information

You can find more detailed information in our support policy. Alternatively, please don't hesitate to contact us.

# Do You Provide Real-Time Support Through Live Chat?

Yes, we offer real-time support via Live Chat and Telegram, primarily to address complex inquiries, urgent technical issues, or concerns that require dedicated assistance. For non-urgent support requests, we typically schedule a session with a support specialist who can address your specific needs. If you require assistance beyond our standard scope of support, you may request a paid consultation or paid support time.

How can I schedule or request a real-time chat session for dedicated support? To schedule or request a chat session, contact us through any available method, providing as much detail as possible about your inquiry or issue. Mention your preferred date and time, or request the earliest available slot, and we will confirm and contact you at the scheduled time.

## Frequently Asked Questions

### **Why am I being asked to open a ticket or use live chat when I contact a staff member directly?**

- Please understand that a staff member may not always be available due to their schedules, time off, or personal commitments. Our intention is to direct you to another contact method that will allow you to receive support faster, rather than waiting for a specific staff member to be available within their working schedule.

### **What are the alternatives to Telegram? In addition to Telegram, we offer a Live Chat feature on our website.**

- Why don't you reply on Telegram? Our Telegram support operates within the same time frame as our live chat. We will respond to you as soon as possible within business hours. Alternatively, you may contact us through email or submit a support ticket, both of which are available 24/7/365.

# Can I Test Your Services Without Paying?

We understand you may wish to try our services before making a commitment. While we don't offer a free trial to prevent service abuse, we do provide a 14-day money-back guarantee\* to ensure you can test our offerings risk-free. That way, if for any reason you're not satisfied with our services, you can request a refund.

Simply sign up for the eligible hosting plan that best suits your needs and feel free to examine our features and performance. If you're not content with your experience, inform us within the 14-day window, and we'll process your refund in accordance with our money-back guarantee\*.

\*Please note that some restrictions apply. For more information on eligible products and limitations, kindly consult our refund policy.

# Which Operating Systems Are Available?

We offer a wide range of pre-configured operating system images for your convenience, including Debian, Ubuntu, CentOS, Fedora, Arch, Gentoo, OpenSUSE, Slackware, and many more. You can view our complete list (TBD). These images allow you to quickly deploy your desired operating system, ensuring a smooth and efficient setup process.

If you prefer a more customized approach, you can use VNC to deploy a custom distribution tailored to your specific needs. If the distribution you're looking for is not among our pre-configured options, don't worry! Just let us know, and we'll be more than happy to upload the distribution for you, provided that it's publicly available. Additionally, you can also upload your own ISO file for a truly personalized experience.

Our goal is to provide you with a flexible and user-friendly platform, making it easy for you to get started with the operating system that best suits your requirements. If you have any questions or need further assistance, please don't hesitate to reach out to our support team.