

# Terms of Service

Last Updated May 21st, 2018

## Terms

By ordering from Konnect Hosting (“Us”, “We”, “Our”, “Konnect Hosting”). You (“The Service Owner”, “The Customer”, “The Client”) agrees with Konnect Hosting’s Terms of Service.

## Refund Policy

Konnect Hosting Does not provide refunds for any purpose, unless otherwise deemed by Upper-Management. Charging back will get you permanently banned from Konnect Hosting’s Website.

## Recurring Payments

All Invoices are generated 7 days before the Invoice is due. Failure to pay will result in your services being put into suspension until the Invoice is paid. If the invoice is not paid within 7 days past the suspension date the service will be permanently deleted.

The Customer can ask for an extension of up to 3 days, but The Customer is required to pay once the extension is over or their services will be terminated. An extension does not change the next month’s billing date of The Customer’s Server.

If The Customer adds a Debit or Credit card to the account, it will be automatically charged on the due date of The Customer’s Server.

## Copyright/Abuse Claims

Konnect Hosting takes server abuse and copyright claims quite seriously so if we receive an Abuse Report/DMCA Notice we will forward it to the client and allow up to 24 hours to reply.

If the client does not reply within 24 hours their server will be suspended until the Report/Notice is resolved.

If the client continues hosting copyrighted files/abusing their services, the Client's server will be terminated.

## Service Level Agreement

While Konnect Hosting does aim to maintain a 99% Up-time in the event of an outage or other unexpected scenarios We will provide compensation by giving The Client 5% off their next bill and adding extra days to their bill (12 Hour Downtime is equal to 1 day).

Planned maintenance does not qualify for compensation unless otherwise posted by Konnect Hosting.

Konnect Hosting is not liable for any Client's files that are that are missing, corrupted or deleted. The client must request backups as we do not automatically do backups.

Konnect Hosting aims to provide a 24-hour installation window Sun-Sat 11AM to 11PM so if your server is not installed within 24 hours then you will receive 4 days free

## Acceptable Use Policy

All Services The Customer agrees to not to attempt to modify the server from the original specifications, attempt to access files outside the server's home directory or Attempt to crash/spam the server. With that there is also a longer list below with things you are not allowed to do/have on your service.

Not Allowed to do/have on your Service: Spamming, Mass E-Mailing, (D)DoS, Malware/Viruses/Backdoors, any form of Hacking/Phishing, Pornography, Copyrighted Material, Hate Speech, Fascist Content, Homophobic Content, Anything illegal in United States, Canada and The United Kingdom.

The Customer also agrees to not Tamper, Delete or Edit any other server that is hosted by Konnect Hosting without permission from the other servers Owner. Doing any of that without permission can cause you to get blacklisted from Konnect Hosting.

### **Minecraft Server Specific**

The customer agrees to Minecraft's EULA which can be found here. Failure to follow Minecraft's EULA will cause your service to be terminated.

## End Statements

Failure to abide by these Terms of Service gives Konnect Hosting the right to terminate The Client's service without refund.

Konnect Hosting reserves the right to change these Terms of Service at any time and for any reason without client notification.