

Acceptance of Contractual Agreement:

The following Terms of Service ("TOS," "Terms" or "Agreement") apply to your use of our website and all services, features and/or content provided by Alphabet Hosting ("Alphabet Hosting," "us," "our"). By purchasing one or more Services from Alphabet Hosting, you declare that you have read, understood, and agree to be bound by this TOS. The latest version of our TOS is always available on the Alphabet Hosting website. It is essential that you read this TOS prior to purchasing any Service(s) from Alphabet Hosting

Customer & Resellers Agreement:

The TOS apply to all Services provided by Alphabet Hosting to you throughout the entire Term or Renewal Term. All customers & Resellers should agree on all terms and conditions stated prior to their signing up for any of the hosting plans and services mentioned on Alphabet Hosting. You shall agree to use only licensed and legal third party softwares in connection with your use of our services. Alphabet Hosting reserves the right to suspend or cancel a customer's access to any or all services provided, at any time, or when Alphabet Hosting decides that the account has been inappropriately used or otherwise.

Shared Hosting Policies

Shared Hosting Packages You are not allowed to use the hosting for Backup Storage, File Hosting/File Sharing/Image Hosting, You are not allowed to Store any Personal Zip files or backup of your files as an Zip in the server. The hosting should contains only the Files used by the Website scripts. In Shared/Reseller/Master/Alpha Environment You are not allowed to Keep Mails more than Ram Which is Allocated space per cPanel. If you need space for Email You can upgrade your VPS or Other.

Unlimited Disk Space & Bandwidth

Unlimited disk space and bandwidth means there is no set limits on our packages. Alphabet Hosting want you to have the resources you need to build your site without any limits. But, however, we do need to make sure we continue to provide a full active service to all our customers. As such we do require all customers to be fully compliant with our Fair Usage Policy and Terms and Conditions. Customers on unlimited hosting packages this includes but not limited to shared hosting packages. As a customer of Alphabet Hosting you agree to be subject to the following fair usage policy: The account will be primarily used for the purposes of web hosting. Unacceptable use include, but are not limited to, large file storage and making downloads of large files such as but not limited to media files, zipped folders and programme files.

File downloads are permitted, but only in the context of a functioning website. The hosting account may not cause problems with the performance of other hosting accounts hosted on the same server by making excessive demands on the resources of the server. This includes, but is not limited to, the CPU usage required to perform data processing on the account for the purposes of taking backups and other administrative tasks as well as the CPU usage required to actually serve the site on the hosting account. As a customer, you agree that Alphabet Hosting will be determining whether an infringement of this 'fair use'

the policy has occurred. Wherever possible, Alphabet Hosting will propose alternative hosting arrangements should an infringement of this policy occur. These may include but are not limited to, moving to a hosting plan with quoted disk space and bandwidth limits. If we identify an account that is not in compliance with our Fair Usage Policy or that has the potential to negatively impact the performance of our server, we will be required to temporarily suspend the account. If this happens we will work with the customer in order to resolve the issue as quickly as possible. Alphabet Hosting reserves the right to revise its policies at any time without notice. Before placing an order please read our terms/privacy policy/refund policy. k) We don't offer SSH/Shell access to any users in Shared Environment in Any case. If you are looking for SSH Access you can consider taking VPS/Dedicated

Reseller Terms and Client Responsibility

- You/Your Clients should use the Hosting packages you are selling from our services should obey our Terms of Service and other policies. If any Violation of Policies we had rights suspend/terminate such accounts from our servers in order to protect our Servers/Network from Overloading/Malwares/Abuses cases. Its your Responsibility to inform about the Policies on your Websites/Brand Page
- Using a shared hosting account to resell web hosting to others is not allowed. Reseller hosting plans to be considered if you want to become our reseller.
- As a Reseller You are responsible for your Reseller account activities, datas and How they are using the hosting. Its your Responsibility to have an eye on your client accounts to avoid Malwares/Abuses
- Resellers must assure that each of its clients follow this Agreement.
- Resellers are completely responsible for supporting their clients including customer service, billing and technical support. We are not liable to provide support to Reseller Users. Any assistance needed for the client's issue must be reported by the reseller on the user's behalf.
- Resellers are solely responsible for any content that is stored or transferred under their reseller account and the actions of their Users. We may hold any reseller responsible for any activity from their client's account that violates the law or our Agreement.
- The Company shall not be kept liable for the acts or omissions of our resellers. The reseller hereby promises to indemnify the Company to and against any and all claims brought by any Customer resulting from the actions or omissions of the reseller.
- Providing Free hosting is not allowed for any Reseller's/Master/Alpha Resellers. If provided the account will be suspended and no refunds will be given. We will be terminating all the accounts under the WHM

Content

- Alphabet Hosting reserves the right to refuse service and/or access to its servers to anyone. The services provided by us must be used for lawful purposes only. Transmission, storage, or presentation of any information, data, or material in violation of any applicable law or regulation is prohibited.
- The activities listed below are meant to provide you with examples of activities and content that are strictly prohibited.
- Topsites, Ponzi or pyramid schemes, prime banks programs, bank debentures/bank debenture trading programs, cryptocurrency/bitcoin miners, forex, e-gold, proxy, bots, spam bots, mail bombers, port scanners, IP scanners, mail harvesting scripts, brute force scripts, chat rooms, banner rotators, file dumps, using disk space as secondary storage,

sales of illegal pharma, drugs, explosives, anonymous or bulk sms gateways, malware, warez, phishing materials, lottery, gambling, illegal downloads, pirated software distributions, escrow, high yield investment programs, adult thumbnail galleries/banner exchanges, streaming or broadcasting of live copyrighted events. Websites promoting illegal activities or linking to other websites that promote illegal activities, Hosting/Streaming Videos/Music.

- Website content that promotes or advocates human trafficking in any way shape or form as determined by Alphabet Hosting sole discretion, sites that promote prostitution, or escort services.
- Any website found to host child pornography, link to child pornography or exploitative content will be suspended immediately without notice or warning.
- Adult materials – Includes all pornography, erotic images, or otherwise lewd or obscene content. The designation of “adult material” is left entirely to the discretion of Alphabet Hosting.
- Embedding or uploading audio/video/high-resolution images on a website or linking to other websites that promote audio/video/high-resolution images.
- Illegal Material - This includes copyrighted works, commercial audio, video, or music files, and any material in violation of any regulation or material that is perceived to be misleading.
- Warez - This includes, but is not limited to, pirated software, ROMS, emulators, phreaking, hacking, password cracking, IP spoofing, and encrypting of any of the above. It also includes any sites which provide "links to" or "how-to" information about such material
- Games - We strictly do not allow to host any kind of games on our servers. Your hosting account would be immediately terminated if we found any gaming-related stuff in your hosting account.
- IRC Hosts - Hosting an IRC server that is part of or connected to another IRC network or server or has a connection to an IRC network. Servers or Virtual hosting accounts found to be connecting to or part of these networks will be immediately removed from our network without notice. The server would not be reconnected to the network until such time that you agree to completely remove any and all traces of the IRC server, and agree to let us have access to your server to confirm that the content has been completely removed. Any server guilty of a second violation would result in immediate account termination.

Alphabet Hosting reserves the right to deem any other content or literature as "prohibited" if found to be indecent, rude, hateful content & generally unacceptable.

In compliance with DMCA act, Alphabet Hosting has adopted procedures for parties who believe that a hosted site on our service is infringing their copyrights. All copyright complaints must be submitted to abuse@alphabethosting.com

Bandwidth

Alphabet Hosting Offers Unlimited Bandwidth with All Hosting & Reseller Plans. UNLIMITED Means we didn't limited anything for your initial usage but you are about the consider upgrading as per your business/website needs incase of heavy usage. In Any Shared/Reseller Hosting Plans if any domain/account using more than 100 GB Per day Bandwidth you should be consider Upgrading such websites to VPS/Dedicated Servers. Shared Environments (Shared/Reseller

hosting) are only for Initial/Average level of websites. VPS/Dedicated Servers Bandwidth will be Unlimited but if we found any VPS/Dedicated Server using Morethan 1 TB Per day You should considering upgrading your Network Speed with Paid Bandwidth Once it has been noticed by our Datacenter Network Team.

VPS/Dedicated Rules

We generally recommend a control panel to manage and operate the VPS. All customers who have an Unmanaged VPS would have to configure the DNS, user accounts, mail accounts and other such activities pertaining to the configuration of such VPS' themselves. The support team will not be responsible for this. We don't maintain any type of backups for your VPS/Dedicated Servers !

Commercial Advertising- Email (SPAM)/UNSOLICITED COMMERCIAL EMAIL (UCE)

- Spamming, sending unsolicited emails from our servers or using email addresses that are maintained by us is STRICTLY prohibited and will qualify your site for immediate deactivation with no refund. Alphabet Hosting would be the sole arbiter as to what constitutes a violation of this provision.
- In order to ensure that our shared servers, cloud & vps nodes as well as dedicated server hardware node give us optimum performance we have set limits on the number of outgoing mails which can be sent per hour. Accordingly, shared & reseller customers would be allowed to send 150 outgoing mails per hour, Customers having VPS/Dedicated can able to set their Limits But incase of any Spam complaint Received Those VPS/Dedicated Port 25 Will be Blocked and Incase of multiple Abuse cases we have rights to keep such services on Suspension until you resolve the spam issue
- We do not guarantee Inbox email delivery with any of our hosting plans. Suggestion Taking Dedicated IP Address in Shared/Reseller hosting will help you with Inbox Delivery (But we don't have any guarantee for it as it was something related to GMAIL/YAHOO/OUTMAIL and other mail services providers Mailing policies)

Abuse Of Resources

- Any attempts to compromise or actual compromise of a network device belonging to Alphabet Hosting or any other company, individual, or other entity is strictly prohibited. This offence also includes port scanning, IP range scanners, and vulnerability scanning. All infractions and or suspected infractions will be vigorously investigated and may result in immediate termination of service.
- Denial of Service (DOS) attacks directed at Alphabet Hosting, or any attempts to launch a Denial of Service attack from our servers are strictly prohibited. All infractions and or suspected infractions will be vigorously investigated and may result in immediate termination of service.
- Hosting any software, source code, or any other material that is illegal or could be used to commit an illegal act is strictly prohibited. This includes but is not limited to software exploits; exploits source code, hacking tutorials, hacking tools, viruses and Trojans, bomb-making, and similar device tutorials. All infractions and or suspected infractions will be vigorously investigated and may result in immediate termination of service.

- The hosting of material that infringes on any copyright, trademark, and or service mark is strictly prohibited. This also includes the storage and transmission of pirated movies, music, software, ringtones, or anything else considered "Warez". Any authentic complaint received will be investigated and may result in termination of service.
- The hosting of defamatory, scandalous, or private information about a person without their consent, intentionally inflicting emotional distress or violating trademarks, copyrights, or other intellectual property rights.
- Any attempts to undermine or cause harm to any of our servers are strictly prohibited. We hold no responsibility for the use of our clients' accounts. Any account that abuses the resources and actions are not taken to desist the activity, calls for immediate deactivation without any refund. • Any site using what we deem to be using excessive CPU cycles or any resources that cause strain to other sites may also be offered new terms (i.e.,. upgrade). Although we offer 99% uptime we can not fully guarantee this, this is due to the updates and up-gradation we carry out which is also a part of our maintenance.
- If any client is in any way disrespectful towards any member of the Alphabet Hosting staff we have full right to remove them from our services without any refund

Backup & Data Loss Policy

- Your use of the Services is at your sole risk. You agree to back up all of your User Content so that you can access and use it when needed. Alphabet Hosting does not warrant that it backs up any Account or User Content, and you agree to accept as a risk the loss of any and all of your User Content.
- You as an Alphabet Hosting User agree that in no case, Alphabet Hosting can be held responsible for the loss of data in any circumstances.
- We do take weekly twice backups But we can't assure which accounts are being backup by the process. We recommend you/your clients to maintain a local backup or you can consider taking some Remote Backup Solution "CodeGuard" • We Alphabet Hosting are not responsible for any type of data loss happen in any cases on the Server.
- We don't backup Hosting accounts which exceeded 3GB On the total Disk usage
- We don't maintain any Backups for your VPS/Dedicated Servers. You need to maintain a backup service inside your VPS/Dedicated Servers yourself.
- BACKUP RESTORE The backup restore service is not included in your Hosting Fees and hence there will be some Restoration fee for any restoration requested in any event if you want us to restore your website from our weekly backup repository. The admin fees & Bandwidth charges are payable immediately and are non-refundable. We cannot guarantee the integrity of the backup on our weekly backup repository. Backups will not be provided for accounts that have been suspended or terminated for any reason unless otherwise agreed to in writing by Alphabet Hosting.
- Clients using the Hosting Backup Manager tool for backups should download the backup from the server and delete it. Weekly once, all the backup files are removed from the server without any notification. You are not allowed to use the hosting space to store backups.

Domain Policy

- Domain infringement: ICANN TOS <https://www.icann.org/privacy/tos>

- Domain Renewal: We will send you reminders to renew your domain one month before the expiry. For failure or delay in the renewal of a domain, we are not responsible. Once a domain is renewed no refunds will be given.

Unacceptable Resource Usage

Run cron entries with intervals of less than fifteen (15) minutes.

Run any MySQL queries longer than sixty (60) seconds.

Using more than the Allocation resource will result in your website with Resource Limit Exceeding error. We will check for such logs weekly once and Accounts with a high number of Faults (Exceeded) or Resource Overuse will be suspended and no refund will be given. or if the site is optimizable we Given with Single IP Access until It was optimised to use Below. If we get such type of exceeds multiple times you should consider taking VPS/Dedicated Server as per your Usage needs

The Email usage should not exceed Which Amount of RAM is Allocated Per Hosting.

"Unlimited" usage policies and definitions apply only to shared, reseller, master, alpha, startup reseller hosting accounts.

Server Resource Usage

- The space on the shared environment hosting packages can only be utilised for web files and hosting a user's website. This space should not be used for media storage or for storing other data such as storing electronic files, saving website backup, FTP host or for demo purposes. We hold the right to inspect every shared hosting account for extra utilisation of disk space, CPU, and other resources that may be violated of this Agreement or the AUP.
- We may terminate access to the Services at our sole discretion, or takedown or erase User Content for those accounts considered to be in violation of these Terms and Conditions and other policies. Dedicated and VPS usage limits will depend on the number of resources allocated to the plan that you have purchased.
- Every Accounts created on the shared Environment (By you/yours Resellers) Should not exceed the Below allocation. Exceeding the LVE Allocation by any Account/Hosting under the server will result in that corresponding account suspension with/without notice. Customers need to open a ticket for their backup. The LVE Limitation Above is allocated for Per Hosting and It will be allocated for each Hosting you are creating. Or we can change the limit any time as per server hardware changes/upgrades.

Uptime Guarantee

- Any service interruptions or downtime due to scheduled maintenance by Alphabet Hosting or our network providers will not count towards the uptime guarantee.
- Alphabet Hosting is not liable in any way for the failure of third-party services.
- Alphabet Hosting will not be liable for failure or delay in performing its obligations if such failure or delay is due to circumstances beyond its reasonable control, including but not limited to acts of any governmental body, war, insurrection, sabotage, embargo, fire, flood, strike or other labor disturbance, interruption of or delay in transportation, unavailability of, interruption or delay in telecommunications or third party services (including DNS propagation), failure of third party software or hardware or inability to

obtain raw materials, supplies or power used in or equipment needed for the provision of the Services.

- The uptime of a server is defined as the reported uptime from the operating system of the server which may differ from the uptime reported by individual services. Alphabet Hosting cannot 100% guarantee the uptime status of any server for many factors which may include but not limited to updates to software, malicious or intentional activities, hardware failure, acts of God defined as conditions beyond our (Alphabet Hosting and/or our vendors that provide equipment or services to us) control that interrupts services at a facility.

Free Migration

- We do offer Free Migration cPanel to cPanel No Root Require but while migration WHM is must be Active and when we send a request for Backup Your provider need to approve then we will migrate
- Other Panels like Directadmin, Plesk, or more Require ROOT Access.
- If previous Server Data is more than 10GB then it will be chargeable because we need to appoint a Separate Staff for monitoring both servers during transfer to avoid Overloading charges Depending on your data size or Number of Accounts.

Acceptable Usage Policy

We reserve the right to refuse service to anyone. Any material that in our judgement is obscene or threatening is prohibited and will be removed from our servers with or without notice. Failure to respond to an email from our abuse department within 48 hours may result in the suspension or termination of your services. If in doubt regarding the acceptability of your site or service, please contact us and we will be happy to assist you. No refunds will be given. In case of any Website/Reseller/Master/Alpha Reseller using High Resource/Usage or which is not suitable for our Environment We have rights to cancel those orders

Alphabet Hosting reserves the right to cancel, suspend, terminate or otherwise restrict access to the account at any time with or without notice incase of any FUP/TOS Violations. Misbehaviour with our Support Staff Over any Medium like Whatsapp, Livechat, Support tickets or any other communication like talking try to disturb/ Calling too frequently / abusive words/bad words will Result in Service Suspension/Termination/Cancellation.No Refund will be Offered. Customers need to open ticket and Pay a Penalty to get their Data'S Backup if needed

Billing & Refund Policies

For every services renewals due invoice will be generated before 14 days from your due date,Its your Responsibility to do the Payment in time to avoid any service suspension/termination.Every Service will be suspended on 1st day from the due date and terminated on 5th day from the due date.Incase if your service got terminated because of your Payment issue We are not responsible for any files/contents inside your Hosting Plan.As it your whole responsibility to do the Payment in time.

Late Fee of 20% Will be added to your invoice incase if you didn't made the payment before the Suspension.The late fee should be paid by you to get your service re-activated.

The cron timing will be on 12:00 AM As per the IST Its the cron time the invoice generation,Service Cancellation,Suspension,Termination,Late Fee Addition will be Done

If paying via credit card, debit card, net banking, PayPal the account will be setup immediately once the payment is confirmed. If you are paying By UPI/NEFT/IMPS We will activate the order once we confirmed the Payment

The 7 day money back guarantee is only applicable for first-time signups, a valid reason required. and Second time and subsequent sign-ups are not eligible for the same. For instance, if you've had an account with us before, cancelled and signed up again, you will not be eligible for a refund or if you have opened a second account with us the refund amount may .

Refund is not applicable on Domain registration/transfer/renewal, VPS & Dedicated Server,,Dedicated IP, WHMCS License, Blesta License, and other addons we provide The modifications done in pricing pattern or policy by the software license company will take effect immediately on Alphabet Hosting clients.

The money back guarantee is provided on Shared/Reseller/Master/Alpha Reseller hosting Only No refund will be made if your Service(s) are suspended or terminated for cause.

The refund will not cover any kind of taxes, setup fees, refund processing fee, postal charges or any kind of payment processing charges or bank fee(s). There will be no refunds issued in case the web hosting account was involved in violation of our terms of service or any kind of illegal or system resources over-usages or after 7 days period or beyond coverage of our refund policy as noted here.

If the web hosting service includes a free domain name, and you cancel the web hosting service, the domain charges (standard rate as per website) would be deducted from the refund amount. If the refund amount is less than the domain name price, you will have to pay the difference or forfeit the domain. The ownership of the domain will remain with Alphabet Hosting if you fail to pay the difference amount.

Transfer fees would be applicable, if you wish to transfer the free domain name to some other provider. Without transfer fees the domain will not be released.

One free WHMCS Starter or Blesta license is included in reseller hosting plan*. WHMCS starter license allows you to manage upto 250 clients. You can upgrade the WHMCS license from us by paying the appropriate license cost. If the reseller hosting plan is canceled within the first 7 days then WHMCS Starter (10\$) or Blesta license (7\$) cost will be deducted from the refund amount.

We do offer free account migration If we had worked on your Account migration Incase of Service cancellation within the first 7 days. There will be in Charge of 10\$ Deducted from the Refund Amount.

The payments made through UPI/NEFT/IMPS To our Bank Directly are non-refundable. Refunds will be added as credit to the hosting account.

The refund request placed after 7 days will not be processed and you will not be eligible for any refund.

The cancellation request should be sent through the client area .

After sending the cancellation request, required then Our team will validate the Request after it would take 7 to 15 Business days to complete the refund process.

Unpaid invoices may result in the suspension or termination of your web hosting account. Your suspended account will only be restored after clearing the outstanding invoice after which you will be able to access your data

If your account gets terminated, the data residing on it won't be restored and will be treated as a new account. If you fail to renew your subscription on time you will be charged on your invoice.

We will not activate new orders or activate new packages for customers who have an outstanding balance on their account.

Every Services will be suspended on the next day of your due date and terminated on the 5th day from your service due date. So it's your responsibility to Do payment in time to avoid any service suspension/termination

Account Security

- You are responsible for any misuse of your or your clients account therefore, you must take steps to ensure that others do not gain unauthorised access to your account. In addition, you may not use your account to breach the security of another account or attempt to gain unauthorised access to another network or server.
- Your password provides access to your account. It is your responsibility to keep your password secure.
- Sharing your password and account access with unauthorised users is not recommended. You should take care and prevent others from using your account since you will be responsible for the consequences.
- Attempting to obtain another user's account password is strictly prohibited, and will result in termination of service.
- You must adopt adequate security measures to prevent or minimise unauthorised use of your account.
- You may not attempt to circumvent user authentication or security of any host, network or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorised to access, or probing the security of other networks. Use or distribution of tools designed for compromising security is prohibited. Examples of these tools include, but are not limited to, password guessing programs, cracking tools or network probing tools.
- You may not attempt to interfere with service to any user, host or network ("denial of service attacks"). This includes, but is not limited to, "flooding" of networks, deliberate attempts to overload a service, and attempts to "crash" a host. Users who violate systems or network security may incur criminal or civil liability. Alphabet Hosting will cooperate fully with investigations of violations of systems or network security at other sites, including cooperating with law enforcement authorities in the investigation of suspected criminal violations.
- It is your duty to make sure all the programs/scripts installed under your hosting account are secure and permissions of directories are set properly, regardless of the installation method. When at all possible, set permissions on most directories to 755 or as restrictive as possible. Users are ultimately responsible for all actions taken under their account. This includes the compromise of credentials such as username and password. You are required to use a secure password. If a weak password is used, your account may be suspended until you agree to use a more secure password. Audits may be done to prevent weak passwords from being used. If an audit is performed, and your password is found to be weak, we will notify you and allow time for you to change or update your password before suspending your account.
- The Services, including all related equipment, networks and network devices are provided only for authorised customer use. We may, but is not obligated to, monitor our

systems, including without limitation, to ensure that use is authorised, to facilitate protection against unauthorised access, and to verify security procedures, survivability, and operational security. During monitoring, information may be scanned, examined, recorded, copied and used for authorised purposes. By using the Services, you consent to monitoring for these purposes.

- Any account found connecting to a third party network or system without authorization from the third party is subject to suspension. Access to networks or systems outside of your direct control requires the express written consent of the third party. We may, at our discretion, request documentation to prove that your access to a third party network or system is authorised.
- Any account that is found to be compromised may be disabled and/or terminated. If you do not clean up your account after being notified by us of an ongoing issue, we reserve the right to keep your account disabled. Upon your request, we may clean-up your account for an additional fee.
- We reserve the right to migrate your account from one data-center to another in order to comply with applicable data center policies, local law or for technical or other reasons without notice

VPS/ Dedicated Server Security

- **Unmanaged kvm/vps/dedicated server** It is your responsibility to keep your Services secure.
- For managed we will configured Security with components or plugins which you purchased with server for extra security The configuration we give you, if you disabled or make some changes like disable ddos, brute force protection, firewall and more then that server will be considered as unmanaged for which we are not responsible.

Unsolicited commercial email/Unsolicited bulk e-mail (SPAM)

- Use of our service to transmit any unsolicited commercial or unsolicited bulk e-mail is expressly prohibited. Violation of this SPAM policy will result in severe penalties.
- Upon notification of an alleged violation, we will initiate a full-scale investigation during which we may restrict customers' access to the network to prevent further violations.
- If a customer is found to have violated our policy, we may, at our sole discretion, restrict, suspend or terminate the guilty hosting account. Furthermore, we reserve the right to pursue civil remedies for any costs associated with the investigation of a substantiated policy violation. We will notify law enforcement officials if the violation is believed to be a criminal offense.
- Anyone using our service to host websites or services that support spammers or cause any of our IP space to be listed in any of the various Spam Databases will have their account(s) immediately suspended and an administrative fee of \$100.00 will be charged to your account.
- The account will not be unsuspended until such time that you agree to remove any and all traces of the offending material immediately upon reconnection. First violations of this policy will result in a warning and your account will be reviewed for possible immediate termination. A second violation may result in an immediate termination of your account and the administrative fees will be \$200. Severe violations may result in immediate and permanent removal of the account(s) from our network without notice to the customer.

- We have a zero-tolerance policy for the use of our service towards posting of messages or commercial advertisements which violate the rules, regulations, or charter of any newsgroups or mailing list. Commercial messages that are appropriate under the rules of a newsgroup or mailing list or that are solicited by the recipients are permitted.
- We also prohibit hosting of publicly accessible "open relay" SMTP or anonymous remailer service for any purpose, cause, or reason whatsoever.

Account/Service Termination

Your hosting account at Alphabet Hosting can get terminated due to the following reasons:

- You decide to discontinue At any point of time, during your subscription, if you no more want to continue with our services and want to place a cancellation request with immediate termination, your hosting account will be suspended right away and will be terminated within 24 hours.
- Cancellation upon expiration If you place a cancellation request to discontinue our services after your subscription expires, your hosting account will be suspended at the end of the subscription and will be terminated within 24 hours (after the expiration date).
- You did not renew In case you fail to renew your hosting account on the due date, your hosting account will be suspended on the 5th day from your service due date and will be terminated within the 5th day (from your service due date).
- You violate our Terms of service If you violate our terms of service during your subscription period at Alphabet Hosting it will result in immediate account suspension and termination. As soon as we've been notified about the violation of service, we would usually take instant action.
- Potential fraud We have an anti-fraud system that monitors all the orders as soon as they are placed. During such an occurrence, we will carry out a verification process manually. In this process, if we ask for certain information and it is not provided the account suspension and termination will be done immediately.
- A Dispute or ChargeBack During the violation of our Terms of Service, we would initially suspend and give a 7 days timeframe to resolve the concern with Alphabet Hosting before the termination occurs. If still, it remains unsolved termination of your hosting account will take place.

Note:

It is advised to maintain a backup copy of your hosting account to avoid losing your data because of the termination. All your files will be deleted from the server, once your hosting account is terminated and Alphabet Hosting shall not be liable for the same.

Jurisdiction

The laws of the Republic of India shall govern this agreement. In any event of a dispute, the area of Jurisdiction would be Delhi only.

Disclaimer:

Alphabet Hosting has the right to change the Agreement/Refund Policy/Privacy Policy/Plan pricing anytime. with or without notice. All customers would be bound by the newest terms

published on the website. and a Copy of the Agreement will be attached to your Order Confirmation Email with Each Order.

Alphabet Hosting shall not be responsible for any damages your business may suffer. Alphabet Hosting makes no warranties of any kind, expressed or implied for services we provide. Alphabet Hosting disclaims any warranty merchantability or fitness for a particular purpose. This includes loss of data resulting from delays, no deliveries, wrong delivery, and any and all service interruptions caused by Alphabet Hosting and its employees. Alphabet Hosting has the right to

By using our Services You are agreed to all our Agreements and Policies. Violation of our Agreements/Policies will result in Account Suspension/termination with/without any Notification.

Alphabet
Hosting.com