

## **ALPHA INTERNET LIMITED - UNLIMITED USAGE POLICY**

*Last revised 5th March 2018*

This agreement is made between Alpha Internet Limited t/a Gnu Host, a limited company registered in England and Wales with company number 11162310 and VAT Registration Number GB 290 7407 92, with the registered office 8 Rose Tree Meadow, Lostock Gralam, Northwich, United Kingdom, CW9 7PA ("Gnu Host" and "Alpha Internet Limited" ("we", "our", "us" etc.) which expression shall include all or any of its subsidiaries, agents, successors and assigns), and you the customer ("Customer" ("Subscriber", "you", "the Client" etc.) which expression shall include its permitted successors and assigns). "Unlimited" usage policy and definitions pertain to certain shared or web and reseller hosting accounts that may be offered.

### **DISK SPACE, BANDWIDTH AND DATA TRANSFER**

Some Gnu Host web hosting plans advertise 'unlimited' disk space, bandwidth, or data transfer. Essentially this means you can use whatever disk space and bandwidth is necessary for your web hosting needs. Therefore, there is no upward limit on the number of resources a single customer may use with respect to their web hosting.

Subject to these terms, Gnu Host makes every reasonable commercial effort to provide its customers with the storage, bandwidth, and data transfer resources required to host their websites, as long as the customer's use of Gnu Host's services abides with our Terms of Service and Acceptable Use Policy.

Our unlimited plans ensure you will not be subject to overage restrictions in times of growth or high demand for your site.

### **WHAT IS ACCEPTABLE AND APPROPRIATE USAGE?**

Our offerings are not intended to support enterprise level or large company requirements. For that, we recommend purchasing at least a virtual private server or dedicated server solution.

No physical or virtual server can have an 'unlimited' disk size due to limitations in both hardware and software. We will not let this hinder your usage, but it will mean that if you are operating a large account we may require that your account is moved to a server where it can be more easily accommodated without affecting other customers, or that we suggest your needs may be better served by another hosting plan or provider. Refusal to co-operate with our team will result in account suspension and/or termination as we must ultimately ensure platform stability and service delivery at all times.

Gnu Host operates a shared web hosting service, which ultimately means several customers' websites are hosted within the same server environment. Therefore, an individual customer's website usage cannot adversely affect the performance of other customers' sites. We monitor our servers 24/7/365 and in no way can one customer adversely affect the performance of

that server. If this happens, we will take preventative measures to ensure that the entire community is protected.

Lastly, our web hosting service is intended to host websites, not backup or storage facility for users' data. Using your web hosting account primarily as an online storage space for archiving electronic files and images is strictly prohibited. Our servers are for web hosting usage only.

### **WHAT IS 'UNLIMITED'?**

**Unlimited Disk Space:** You may create a website as large as you like, with no upper limit for the number of pages. However, as your website is hosted within a shared environment, rapid growth will hinder your site's performance, which may result in adverse performance. We may also impose restrictions on your resource usage and disk space.

**Unlimited bandwidth and data transfer:** Gnu Host's unlimited plans will not set a limit on the traffic your site can receive in a given month. To minimize the impact of high traffic sites on our shared system, we may impose restrictions on accounts using excessive traffic. In the majority of cases, if the client uses the service appropriately, visitors to your website will be able to view, upload to and download from your site as they wish. However, under certain circumstances, our server processing power, server memory, or anti-abuse controls could limit downloads or access from your site. Violators of the above rule will not be tolerated.

**Unlimited hosting space but excessive MySQL files:** Gnu Host's services are designed to host websites, we DO NOT provide unlimited space for online storage, backups, or the archiving of electronic files, documents, log files, etc., and such activity shall result in the termination of the customer's account(s) without notice. Furthermore, accounts with an extraordinarily substantial number of files can have an adverse effect on server performance. This includes, but is not limited to, accounts with an excessive number of MySQL/PostgreSQL tables, or of a database size that may negatively impact the performance of our servers. Gnu Host may request that the number of files/nodes, database tables or total database usage is reduced to ensure proper performance for all customers on that server, or we may terminate the customer's account, with or without notice.

**Unlimited Domain Hosting:** Most Gnu Host shared and reseller plans do not set a limit to the number of domains a customer can add to their web hosting account.

For more specific terms of service, we ask that you refer to our Acceptable Use Policy <https://gnu-host.com/legal/AcceptableUse.pdf>