

Matchless reliable hosting provider

Aspiring to be one of the most adaptable and competitive providers

Fair Use Policy (FUP)

Initial draft: 6/7/2021
Latest change: 11/5/2022

The following policy applies only to direct customers of Fryxel and their subsidiary companies. It will describe the fair use of some “unlimited”, “uncapped”, “infinite” or otherwise mentioned limits, which we guarantee on some services.

1. Unlimited storage

On some services we have the unlimited storage feature. The service will be set up with an “Initial Storage” limit as outlined in either the service description, the service order or the average used storage space. These are soft limits, and will be increased for no additional charge upon request.

To be eligible for additional storage allocation, your usage must be nearing or exceeding your current soft limit, while being in compliance with the rest of these terms. We reserve the right to deny your request of additional storage without any reason.

Unlimited storage only applies to the data running at the service. Additional data, such as backups, logs, or files generated by third party plugins, may not be eligible for storage limit increases. Database servers provided with the service as for example MySQL, their data usage is also counted towards your total storage usage. The client is responsible for monitoring this usage.

Abusing our unlimited storage feature for data which is not related to the service, example given; uploading non relevant backups to a game service, will be notified and action will be taken. Storage is 24/7 monitored by staff of Fryxel.

2. Unlimited bandwidth

We aim to limit nuisance for users or external parties. Some users send through their connection unusual large amounts of data traffic.

Abusing our unlimited bandwidth feature for data which is not related to the service such as DDOS attacks or any other method to continuously saturate the connection will be notified and action will be taken. Our network is 24/7 monitored by staff of Fryxel.

3. Service abuse

Services may only be used for the purpose they were intended, and you may not install or use unauthorized third-party programs. We do not provide technical assistance for, and will not be held responsible for, any third party software uploaded to our services.

You may not purposely bypass any limits or restrictions that your service is provisioned with, such as RAM or storage limits. Attempting to modify or bypass any usage restrictions will result in suspension of your services.

Unauthorized usage, such as attempting to access or interfere with other clients or their data will result in suspension of your services.

4. Consequences on abuse

Together with the user, we will see if there are options that will better meet the needs of the user. If the user does not follow such advice then Fryxel may temporarily or permanently block the access or charge a fee for the excessive usage. Fryxel will only apply such means as last option when our advice is ignored or the excessive usage continues even after several warnings.

To report any violation of this policy please contact us.