

Terms of service

Abuse policy

Guidelines

This policy is subject to change, so please check regularly for updates. This policy is in addition to M8Hosting Terms and Conditions.

1) Web Hosting

1.1) M8Hosting reserves the right to suspend or cancel a customer's access to any or all services provided by M8Hosting, where M8Hosting decides that the account has been inappropriately used. M8Hosting reserves the right to refuse service and /or access to its servers to anyone.

1.2) M8Hosting offer unlimited web space and bandwidth with some account types. By this, we mean unlimited space for legitimate web site content and bandwidth for visitors to view it. All files on a domain must be part of the active website and linked to the site. Sites should not contain any backups, downloads, or other non-web based content. We will treat all password protected archive (e.g. zip and rar) files as unacceptable. MP3 and other large multimedia files are not web-based content. M8Hosting offers a streaming media service for this type of content.

1.3) Scripts on the site must be designed to produce web-based content, and not to use the server as an application server. Using the server to generate large volumes of email from a database is an example of activity that is not allowed. Scripts should not attempt to manipulate the timeouts on servers. These are set at the present values to ensure the reliability of the server. Sites that reset these do so because they are resource intensive, and adversely affect server performance and are therefore not allowed.

1.4) M8Hosting will disable any domain that fails to adhere to the following criteria as soon as we are made aware, in line with current working practices:

1.4.1) The primary purpose of any site must be to provide web-based content to viewers. Files on the site must be linked to the web site.

1.4.2) The primary purpose of any script must be to produce a web page. Scripts that send a single email based upon user entered information, or update a database are acceptable. Scripts that send bulk email or perform processor intensive database processes are not allowed. All outgoing mail is monitored and filtered.

1.4.3) Sites must not contain Warez, illegal or copyright material. The onus is on you the customer to prove that you own the rights to publish material, not for M8Hosting to prove that you do not.

1.4.4) Sites must not contain MP3 files, as they do not represent active web content. Other multimedia files are acceptable if they are configured to stream to the client rather than download (Please see section 1.2 of this policy).

1.4.5) Sites must not contain password protected archive (e.g. zip or rar) files, or data back ups.

1.4.6) Sites must not contain pornographic or other lewd material. Adult Material includes all pornography, erotic images, or otherwise lewd or obscene content. The designation of "adult material" is left entirely to the discretion of M8Hosting.

1.4.7) Sites must not use excessive amounts of server resources. These include bandwidth, processor utilization and / or disk space. Please see the 'High Resource Use Policy' below.

(High resource use policy)

Resources are defined as bandwidth, processor utilization or disk space. M8Hosting may implement the following policy to its sole discretion:

When a website is found to be monopolising the resources available M8Hosting reserves the right to suspend that site immediately. This policy is only implemented in extreme circumstances and is intended to prevent the misuse of our servers. Customers may be offered an option whereby M8Hosting continues hosting the website for an additional fee.

1.4.8) Sites must not contain scripts that attempt to access privileged server resources, or other sites on the same server.

2) Email

2.1) If M8Hosting identify a mailbox or domain that is causing problems; we will either remove the offending mailboxes or change their settings to resolve the issue. In extreme cases, we will disable email or suspend all services to the domain as appropriate.

2.2) Common issues that cause problems are:

2.2.1) Where a mailbox receives large volumes of undeliverable email.

2.2.2) Where mailboxes have forwarders set to other mailboxes where mail cannot be delivered.

2.2.3) Where mailboxes have forwarders and/or auto-responders that generate circular mail loops.

2.3) You may not use M8Hosting Email services for any of the following:

2.3.4) To send messages or communications, which are unsolicited, offensive, abusive, indecent or obscene.

2.3.5) To send messages causing annoyance, inconvenience or anxiety to another user of the Internet.

2.3.6) To send messages for the purpose of Fraud and /or with the intention of committing a criminal offence.

2.4) To prevent the sending of bulk unsolicited mail, SMTP traffic to and from a server will be blocked in the following scenarios:

2.4.1) Where we identify a server that has an open mail relay.

2.4.2) Where a significant volume of mail is sent from a domain in a 10-minute period.

2.4.3) Where we have received significant volumes of complaints concerning unsolicited mail originating from a M8Hosting hosted server.

2.5) To prevent M8Hosting' IP Addresses being blocked by IP Address blocking, a domain held on M8Hosting servers may be disabled:

2.5.1) Where we have received significant volumes of complaints concerning unsolicited mail originating from or unsolicited email being sent to promote sites being hosted on a M8Hosting server.

3) Dedicated Servers

3.1) All dedicated server customers are responsible for the security of and any activities carried out on their server. We will actively monitor servers for suspicious activity, to protect your data and our network. We will temporarily disconnect servers which we consider to pose a threat, particularly in the following circumstances.

3.1.1) Network scans or other suspected cracking/hacking activity.

3.1.2) If we believe your server has been compromised, we will temporarily take your server offline, to protect your data, and will notify you.

3.1.3) For Matrix Servers, where there is a sudden increase in a server's use of network capacity, which impacts other servers on the same network.

4) Broadband

4.1) All Broadband customers are solely responsible for the use of their connection. Services will be suspended or cancelled as appropriate where:

4.1.1) A customer uses their connection to attempt network scans or any other possible hacking activities.

4.1.2) A customer uses their connection to send bulk, unsolicited or offensive email as defined in section 2 of this policy.

4.1.3) A customer uses their connection to commit any offence or illegal activity under UK Law.

5) General

5.1) M8Hosting have a Police Liaison function and we are committed to assisting, and cooperating with, all law enforcement and government agencies in helping to reduce Internet Crime.

5.2) M8Hosting will suspend access to an account which:

5.2.1) Contains invalid or fraudulent details.

5.2.2) Initiates a payment card chargeback.

5.3) If M8Hosting disable a site or server, we will:

5.3.1) Send an automated mail to the account administrator, informing them of the suspension - please ensure you use an email address that will be unaffected by any suspensions, to ensure that you are immediately made aware of any changes in your account status.

5.3.2) Provide follow up correspondence during office hours from our Abuse Department, detailing the reasons for the suspension and what actions, if any, the administrator should take to rectify the situation.

5.3.3) Not re-enable any domain or server that has previously been suspended for similar abuse.

5.3.4) Pass the account to the appropriate department to resolve any outstanding issues such as account balance or closure.

5.4) For less serious cases, such as email problems, the Abuse department will contact you during office hours and inform you of any changes made to your account and the reasons for those changes.

5.5) If an action is taken against a site or server, you must correspond only with our Abuse Department on abuse@M8Hosting.co.uk. No other departments are able to discuss the details of an Abuse Investigation.

5.6) Restoration of any and all services suspended during an Abuse Investigation will be considered on a case-by-case basis.

Please note: by signing up for any of our services you agree to be bound by all M8Hosting terms and conditions.