

## SuccessTeam1.com, Terms of Service (TOS)

The use of services from SuccessTeam1 constitutes agreement to these terms. Customer hereby agrees to SuccessTeam1's Terms of Service (TOS), and [Acceptable Use Policy \(AUP\)](#)

### **1.) Account Setup / Email on file**

We will setup your account after we have received payment and we and/or our payment partner(s) have screened the order(s) in case of fraud. It is your responsibility to provide us with an email address which is not @ the domain(s) you are signing up under. If there is ever an abuse issue or we need to contact you, the primary email address on file will be used for this purpose. It is your responsibility to ensure the email address on file is current or up to date at all times. Providing false contact information of any kind may result in the termination of your account. In dedicated server purchases or high risk transactions, it will be necessary to provide government issued identification and possibly a scan of the credit card used for the purchase. If you fail to meet these requirements, the order may be considered fraudulent in nature and be denied.

### **Transfers**

Our transfers team will make every effort to help you move your site to us, however, we can not make guarantees of the transfer process. We provide this as a courtesy service and can not make guarantees regarding its availability or the amount of time it may take as each host is configured a little differently. We will try our best, however, in some cases we may be unable to assist you in a transfer of data from an old host.

### **2.) Content**

All services provided by SuccessTeam1 may only be used for lawful purposes. The laws of the State of New York, and the United States of America apply.

The customer agrees to indemnify and hold harmless SuccessTeam1 from any claims resulting from the use of our services.

Use of our services to infringe upon any copyright or trademark is prohibited. This includes but is not limited to unauthorized copying of music, books, photographs, or any other copyrighted work. The offer of sale of any counterfeit merchandise of a trademark holder will result in the immediate termination of your account. If you believe that your copyright or trademark is being infringed upon, please email [abuse@SuccessTeam1.com](mailto:abuse@SuccessTeam1.com) with the information required. If the request is of a licensing issue, we may require further documentation.

Examples of unacceptable material include:

IRC Bots, Proxy Scripts / Anonymizers, Pirated Software / Warez, ".img" / image hosting only sites that do not host an actual domain name, Escrow, High-Yield Interest Programs(HYIP) or related sites, Investment sites (FOREX, egold exchange), AutoSurf sites, Bank Debentures, Bank Debenture Trading Programs, Prime Banks Programs, lottery sites, muds / rpg's, hate sites, hacker focused sites/archives/programs, or sites promoting illegal activities.

We reserve the right to refuse service to anyone. Any material that, in our judgment, is obscene or threatening is prohibited and will be removed from our servers with or without notice.

Failure to respond to email from our abuse department within 48 hours may result in the suspension or termination of your services. All abuse issues must be dealt with via troubleticket/email and will have a response within 48 hours.

If in doubt regarding the acceptability of your site or service, please contact us at abuse@SuccessTeam1.com and we will be happy to assist you.

Potential harm to minors is strictly forbidden, including but not limited to child pornography or content perceived to be child pornography (Lolita):

Any site found to host child pornography or linking to child pornography will be suspended immediately without notice.

**Resellers:** we will suspend the site in question and will notify you so you may terminate the account. We will further monitor your activity; more than one infraction of this type may result in the immediate termination of your account.

Direct customers: Your services will be terminated with or without notice.

**Violations will be reported to the appropriate law enforcement agency.**

**It is your responsibility to ensure that scripts/programs installed under your account are secure and permissions of directories are set properly, regardless of 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.**

### **3.) Zero Tolerance Spam Policy**

We take a zero tolerance stance against sending of unsolicited e-mail, bulk emailing, and spam. "Safe lists" and "double opt-in" will be treated as spam. Any user who sends out spam will have their account terminated with or without notice.

Sites advertised via SPAM (Spamvertised) may not be hosted on our servers. This provision includes, but is not limited to SPAM sent via fax, email, instant messaging, or usenet/newsgroups. No organization or entity listed in the [ROKSO](#) may be hosted on our servers. Any account which results in our IP space being blacklisted will be immediately suspended and/or terminated.

SuccessTeam1 reserves the right to require changes or disable as necessary any web site, account, database, or other component that does not comply with its established policies, or to make any such modifications in an emergency at its sole discretion.

SuccessTeam1 reserves the right to charge the holder of the account used to send any unsolicited e-mail a clean up fee. This cost of the clean up fee is entirely at the discretion of SuccessTeam1.

#### **4.) Payment Information**

You agree to supply appropriate payment for the services received from SuccessTeam1, in advance of the time period during which such services are provided. You agree that until and unless you notify SuccessTeam1 of your desire to cancel any or all services received, those services will be billed on a recurring basis. Cancellations must be completed in writing. If you require assistance with this provision, please contact [billing@SuccessTeam1.com](mailto:billing@SuccessTeam1.com)

All accounts are billed in advance. Customers have up to and including, a 5 day grace period to pay the amount due. Payments not received by the 5th day after payments are due, incur a late fee of \$10 and are subject to suspension. During suspension, sites are not available for FTP or viewing by the public. All accounts for which payment is not received after the 30th day, will be cancelled. SuccessTeam1 reserves the right to change the monthly payment amount and any other services charges at anytime.

**Note:** There will be a \$25.00 charge for returned checks.

#### **5.) Backups and Data Loss**

Your use of the service is at your sole risk. SuccessTeam1 is not responsible for files and/or data residing on your account. You agree to take full responsibility for files and data transferred and to maintain all appropriate backup of files and data stored on SuccessTeam1 servers.

#### **6.) Cancellations and Refunds**

SuccessTeam1 reserves the right to cancel the account at any time with or without notice.

**Any abuse of our staff in any medium or format will result in the suspension or termination of your services.**

Customers may cancel at any time via a written notice. SuccessTeam1 gives you an unconditional 30 day money back guarantee on managed shared hosting, and reseller solution's. There are no refunds on administrative fees, install fees for custom software, or domain name purchases. Refund requests after 30 days will be refunded on a prorated basis of any unused time.

Only first-time accounts are eligible for a refund. For example, 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.

## **Violations of the Terms of Service will waive the refund policy.**

### **7.) Resource Usage**

User may not:

- a) Use 25% or more of system resources for longer than 90 seconds. There are numerous activities that could cause such problems; these include: CGI scripts, FTP, PHP, HTTP, etc.
- b) Run any type of interactive real-time chat applications that require server resources. Remotely-hosted services are fully allowed.
- c) Run stand-alone, unattended server-side processes at any point in time on the server. This includes any and all daemons, such as IRCd.
- d) Run any software that interfaces with an IRC (Internet Relay Chat) network.
- e) Run any bit torrent application, tracker, or client.
- f) Participate in any file-sharing/peer-to-peer activities
- g) Run any gaming servers such as counter-strike, half-life, battlefield1492, etc
- h) Run cron entries with intervals of less than 15 minutes

When using PHP include functions for including a local file, include the local file rather than the URL. Instead of include ("http://yourdomain.com/include.php") use include ("include.php")

### **8.) Bandwidth Usage**

You are allocated a monthly bandwidth allowance. This allowance varies depending on the hosting package you purchase. Should your account pass the allocated amount we reserve the right to suspend the account until the start of the next allocation, suspend the account until more bandwidth is purchased at an additional fee, suspend the account until you upgrade to a higher level of package, terminate the account and/or charge you an additional fee for the overages. Unused transfer in one month cannot be carried over to the next month.

### **9a.) Money back Guarantee**

On dedicated servers no full refund will be honored -- the 30 day money back guarantee does not apply. We reserve the right to refund a prorated amount or no refund at all.

Each of SuccessTeam1's managed shared and reseller servers carry a 30 day unconditional money back guarantee on them. If you are not completely satisfied with our services within the first 30 days of your service, you will be given a full refund of the contract amount. Remember, this is only for monthly shared or reseller packages and does not apply to dedicated servers, administrative fees, install fees for custom software, or domain name purchases.

### **10.) Reseller: Client Responsibility**

Resellers are responsible for supporting their clients. SuccessTeam1 does not provide support to our Reseller's Clients. If a reseller's client contacts us, we reserve the right to place the client account on hold until the reseller can assume their responsibility for their client. All support requests must be made by the reseller on their clients' behalf for security purposes. Resellers are also responsible for all content stored or transmitted

under their reseller account and the actions of their clients'. SuccessTeam1 will hold any reseller responsible for any of their clients actions that violate the law or the terms of service.

### **11.) Shared (non-reseller accounts) / Semidicated Servers**

Shared accounts may not resell web hosting to other people, if you wish to resell hosting you must use a reseller account. Semidicated servers are not backed up. You must maintain your own backups.

### **12.) Dedicated Servers**

SuccessTeam1 reserves the right to reset the password on a dedicated server if the password on file is not current so that we may do security audits as required by our datacenter. It is the responsibility of the client to ensure that there is a valid email address and current root password on file for their dedicated server on file to prevent downtime from forced password resets. SuccessTeam1 reserves the right to audit servers as needed and to perform administrative actions at the request of our datacenter. Dedicated servers are NOT backed up by us and it is the responsibility of the client to maintain backups or have a solution for this. You may purchase an additional hard drive and maintain backups to it as the simplest solution. Please contact sales@SuccessTeam1.com if you wish to obtain a secondary hard drive. It is your responsibility to maintain backups.

### **13a.) Indemnification**

Customer agrees that it shall defend, indemnify, save and hold SuccessTeam1 harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against SuccessTeam1, its agents, its customers, officers and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by customer, its agents, employees or assigns. Customer agrees to defend, indemnify and hold harmless SuccessTeam1 against liabilities arising out of; (1) any injury to person or property caused by any products sold or otherwise distributed in connection with SuccessTeam1; (2) any material supplied by customer infringing or allegedly infringing on the proprietary rights of a third party; (3) copyright infringement and (4) any defective products sold to customers from SuccessTeam1's server.

### **13b.) Arbitration**

By using any SuccessTeam1 services, you agree to binding arbitration. If any disputes or claims arise against SuccessTeam1 or its subsidiaries, such disputes will be handled by an arbitrator of SuccessTeam1's choice. All decisions rendered by that arbitrator will be binding and final. You are also responsible for any and all costs related to such arbitration.

### **14.) Disclaimer**

SuccessTeam1 shall not be responsible for any damages your business may suffer. SuccessTeam1 makes no warranties of any kind, expressed or implied for services we provide. SuccessTeam1 disclaims any warranty or 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 SuccessTeam1 and its employees.

**15.) Disclosure to law enforcement**

SuccessTeam1 may disclose any subscriber information to law enforcement agencies without further consent or notification to the subscriber upon lawful request from such agencies. We will cooperate fully with law enforcement agencies.

**16.) Changes to the TOS**

SuccessTeam1 reserves the right to revise its policies at any time without notice.