

Terms Of Service

Where the content states: "**We**" includes Hostko UK or any party acting on Hostko UK's implicit instructions. "**You**" or "**Reseller**" includes the person purchasing the services and/or any party acting on the customer's instructions. "**Member**" includes the purchaser of services and/or any party acting on the purchaser's instructions. "**The Registrant**" includes the person applying for a domain name or any party acting on the Registrant's instructions. "**The Registry**" refers to the relevant domain names Registry. "**Server**" means the computer server equipment in connection with the provision of the Services. "**Web Site**" means the area on the Server allocated by us to you for use by you as a site on the Internet. "**TOS**" includes this agreement.

Hostko UK reserves the right to modify this policy at any time, effective immediately upon posting of the modification to this URL: <http://www.hostko.co.uk/tos.php> in consideration of the mutual covenants herein, the parties agree to the following, which shall apply during the term of this agreement:

By using any portion of Hostko UK's service, you are agreeing to this service agreement on this document entirely.

Domain Names Registrations

1. We make no representation that the domain name you wish to register is capable of being registered by or for you or that it will be registered in your name. You should therefore not assume registration of your requested domain name(s) until you have been notified that it has or they have been registered. Any action taken by you before such notification is at your risk.
2. The registration and use of your domain name is subject to the terms and conditions of use applied by the relevant naming authority; you shall ensure that you are aware of those terms and conditions and that you comply with them. You shall have no right to bring any claim against us in respect of refusal to register a domain name. Any administration charge paid by you to us shall be non-refundable notwithstanding refusal by the naming authority to register your desired name.
3. We shall have no liability in respect of the use by you of any domain name; any dispute between you and any other person must be resolved between the parties concerned in such dispute. If any such dispute arises, we shall be entitled, at our discretion and without giving any reason, to withhold, suspend or cancel the domain name. We shall also be entitled to make representations to the relevant naming authority but will not be obliged to take part in any such dispute.

4. We shall not release any domain to another provider unless full payment for that domain has been received by us. All charges payable by you for the Services shall be in accordance with the scale of charges and rates published from time to time by us on our web site and shall be due and payable in advance of our service provision.

Web Hosting

These Terms of Service and Acceptable Use Policies ("Terms and Policies") are an essential part of your relationship with Hostko UK. By using your Hostko UK account, you agree to all of the Terms and Policies set out in this document.

General Terms and Policies

The Service is provided to authorised persons or organisations (referred to in this document as "**Subscriber**" or "**you**"). Any use of the service is subject to any restrictions listed below. By using the Service, you agree to be bound by all of these Terms and Policies. If you do not agree to be bound by these Terms and Policies, you must cancel your account immediately and may not thereafter use or attempt to use the Service.

Coverage - If you are an individual Subscriber, these Terms and Policies apply to all persons who gain access through your account. If you are a commercial Subscriber, these Terms and Policies apply to all your employees, agents and/or customers. In either instance, a violation of these Terms and Policies by anyone using your account will be treated as a violation by you. Prices and Charges - Hostko UK provides the use of cPanel and domain control panels to you free of charge, but if through misuse or through abuse on your part we incur any charges, we reserve the right to pass these charges on to you.

Term - The Service is provided to you for as long as you wish to use it, however we withhold the right to terminate the service if you use it in a way that violates the terms of use.

Grounds for Suspension and Termination

You agree to comply with these Terms and Policies. Any violation of either, these Terms and Policies or the other rules, regulations or policies noted above may serve as cause for Hostko UK to suspend or terminate your account. You agree that Hostko UK has the right, with or without notice, to suspend or terminate your account upon the first or subsequent occurrence of any of the following

- Using the Service in a way, which constitutes violation of any applicable statute, law, court order, tariff, regulation, or treaty (including, but not limited to, intellectual property, communications, privacy, criminal and international law)
- Hosting websites dedicated to pornography. Legal adult content is allowed however it

cannot be the main focus of your website.

- Using the Service in a manner intended to abuse or violate the privacy or property rights of others, including but not limited to sending of unsolicited bulk e-mail ("spamming"); this ground for suspension or termination is separate from and in addition to the fees which will result from such activity. You agree to pay a clean up fee of £30 per hour if any of our server IP addresses appear on a blacklist as a result of spam from your account.
- Using your hosting as a file or image hosting service.
- Using the Service in an attempt to break security, or so as to actually break security of any computer network (including the Service itself), or to access an account, message, or file which does not belong to you.
- Using your account as a backup service. All files must be part of your website and must be linked to from your account. Dedicated server clients are exempt from this.
- Using the Service in such a way as to forge or mis-represent headers, addresses, or other identification in electronic mail or websites, or using any other method to disguise the sender's identity or location. This includes the hosting of Proxy Server applications.
- Uploading, linking to or storing warez, cracks or other pirated software.
- Assisting in or directly distributing copyrighted material.
- Excessively using the Service in such a way as to limit the bandwidth available to others.
- Providing fake or incomplete contact details, including name, postal address and telephone number.
- Using the Service to operate server programs, including, but not limited to mail servers, IRC servers, game servers, ftp servers, Web servers, or streaming audio/video servers.
- Using the Service for unauthorised relays through any third party systems.
- Attempting, in any way, to interfere with or deny service to any user or any host on the Internet.
- Performing a chargeback on any transactions past or present will result in account suspension until resolved. If a chargeback is issued we reserve the right to remove your account any deny any future business.
- Using the Service for mail bombing, which includes any instance where multiple messages are sent to a specific destination with the intent to render the recipient and/or the electronic system serving that recipient dysfunctional.
- Using the Service to add or attempt to add addresses to any mailing list (yours or a third party's) without the explicit positive consent of the addressee(s).
- Attempting to cancel, supersede, or otherwise interfere with email other than your own.
- Engaging in harassment, whether through language, frequency, or size of messages, either with email or website content.
- Using the Service to engage in syn flood attacks, which are defined as overburdening a recipient computer system by sending a high volume of spurious data which effectively impedes or totally disables functionality of the recipient system(s), or any other methods of denial-of-service attacks.
- Furnishing false data on your sign-up form, contract, or online application, including providing fraudulent credit card or other payment information.
- No bill credit will be given for a period of suspension. In the event of termination of your

use of the Service under this section, Hostko UK may at its sole discretion retain any or all amounts you have paid for use of the Service as liquidated damages for your actions.

- **Security** - You agree not to access or attempt to access private areas of the Service. You agree to notify Hostko UK as soon as you become aware of an unauthorized use of your account and/or any breach or attempted breach of security on the Service.
- **Intellectual Property** - Hostko UK does not undertake to examine or review messages, files, or other materials, which are accessible through, pass through, or reside on the Service. Complaints regarding alleged copyright infringement can be sent to abuse@hostko.co.uk.
- Continuing a specific identification of the allegedly infringing material and the location(s) on Hostko UK facilities where the materials are to be found. Upon receipt of such written notice, Hostko UK will expeditiously remove or block access to the allegedly infringing material, and provide notice to the person who had posted that material. If Hostko UK receives a notification from that person indicating that the claim of infringement was based upon mistake or misidentification, Hostko UK will send you a copy of that notification. Unless you notify Hostko UK of appropriate court action to restrain the alleged infringement, the challenged material will then be restored or other wise made accessible again.
- **Liability** - You agree that use of the Service is at your own risk. Except for information, products, or services clearly identified as being supplied by Hostko UK, neither Hostko UK nor any of its affiliate controls, provides, operates, or is in any way responsible for any information, products, or services accessible through the Service. Hostko UK neither endorses nor is responsible for the accuracy of third-party material(s), and you agree that Hostko UK is not responsible for any loss or damage caused by your use of, or reliance on, such material(s). You understand and agree that you have sole responsibility for your posting of any information or material to any site or newsgroup on the Internet, including but not limited to postings to Web sites, whether residing on Hostko UK equipment or not, postings to newsgroups, and participation in any on-line chat sessions. You agree to indemnify and hold harmless Hostko UK and its employees, and other customers and subscribers from and against any claims, losses, costs, liability, damages or expenses arising out of your postings.
- You agree that, should you use the Service to send or receive voice communications, Hostko UK is not acting as a telecommunications carrier or telephone, that there is no representation made by Hostko UK as to the suitability of the Service for such use, and that all risk of connection, transmission quality, and accuracy of communications is solely on you, and that Hostko UK has no liability of any sort for the failure or lack of quality of such use of the Service.
- You agree to be liable for any damages or loss of service which results in damages to Hostko UK as a result of any spamming or other violations of section above. These damages include, but are not limited to, system shut downs, retaliatory attacks or data flooding, and loss of peering arrangements. You agree that Hostko UK may pursue any such claims against you in Court.
- You agree that in no event will Hostko UK have financial liability to you.

- **Warranty** - Hostko UK MAKES NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF TITLE, NON-INFRINGEMENT, AND WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, REGARDING THE SERVICE, OR ANY SOFTWARE OR OTHER MATERIAL AVAILABLE THROUGH THE SERVICE, REGARDLESS OF WHAT YOU MAY HAVE TOLD Hostko UK ABOUT YOUR INTENDED USE OF THE SERVICE. NO ORAL ADVICE OR INFORMATION GIVEN BY Hostko UK OR ITS EMPLOYEES SHALL CREATE A WARRANTY OR OTHERWISE ALTER THE PROVISIONS OF THIS SECTION.
- THE SERVICE AND ANY SOFTWARE PROVIDED TO YOU BY Hostko UK ARE PROVIDED ON AN "AS IS, AS AVAILABLE" BASIS; Hostko UK DOES NOT WARRANT THAT THEY WILL BE ERROR-FREE AND/OR UNINTERRUPTED, OR THAT DEFECTS WILL BE CORRECTED. Hostko UK DOES NOT GUARANTEE THE SECURITY OR BACK-UP OF ANY OF YOUR DATA WHICH MAY BE STORED ON THE SERVICE.

Use of Services

1. **Unlimited bandwidth and space packages** - The Hosting Services allow you 'unlimited' server space for normal routine non-file-distribution" web usage. For websites that allow downloading of video, audio or other files we reserve the right to limit user account a bandwidth limit of twenty-five (25) gigabytes (26,843,545,600 bytes) per calendar month.
2. Any shared account using more than 20 gigs of disk space will be removed from our backup. All data will continue to be mirrored to a secondary drive which helps protect against data loss in the event of a drive failure.
3. Excessive CPU, Bandwidth or Disk Space Usage has the ability to compromise our shared hosting environment. This is the result of using the system in a manner that encumbers disk space, processors or other system resources beyond the allowances of your specific plan type and to the degree that your usage compromises the hosting accounts of our other customers.
4. Excessive resource usage - cgi scripts or other executable code that consumes an undue amount of CPU time [defined dynamically by Hostko UK at will] will be reprioritized if possible, or we will ask you to discontinue its use either permanently or the script is altered by yourself or third party to operate in a less resource-hungry manner. Failure to cease operation of the offending executable will be considered as server abuse. Hostko UK reserves the right to terminate any process which it deems to be using excessive resource usage.
5. **Background processes** - background process [that is, application or utilities that are started from within an interactive shell login, and set to run permanently in the background on a server] are not to be initiated without prior arrangement with use. We reserve the right to examine all code before it is run on the server. Running of

background processes without prior arrangement in and confirmation in writing from Hostko UK is server abuse.

6. **Mailing Lists** - Hostko UK has allocated tools to ensure proper delivery of opt-in opt-out mailing lists and normal email. It is important that you use these tools accordingly. All full packages include access to the pre-installed Mailman Mailing List Software. Large mailing lists, (those exceeding 500 subscribers) sent using the Hostko UK Services, must be sent using the mailing list tools that have been pre-installed for this purpose. If your mailing list exceeds 1,500 addresses you should contact Hostko UK requesting permission to send the mailing through the Hostko UK servers prior to sending any messages. Sending a large mailing through mailing list software other than Hostko UK pre-installed software can adversely affect the flow of email. Should such a large mailing disrupt normal services or create unacceptable server loads, the account associated with the mailing risks termination.

Mailing lists operated on Hostko UK servers must be double opt-in with specific clear instructions in order to opt-out

If your actions have caused HOSTKO UK mail servers or HOSTKO UK IP address ranges to be placed on blackhole lists and other mail filtering software systems used by companies on the internet, you will be assessed a £100 charge to your account and £25 per hour for administrative charges incurred to remove and protect mail servers and IP ranges.

Violation of the above terms will result in one or all of the following:

- A warning from via email or phone.
 - Removal of DNS for the advertised / originating site.
 - Immediate disconnection of service with no re-activation.
 - £100 fee assessed to your account for violation.
7. You agree and understand that spamming, sending unsolicited emails from our servers or using email addresses that are maintained by us is STRICTLY prohibited and will qualify your Account for immediate deactivation with no refund. Hostko UK would be the sole arbiter as to what constitutes a violation of this Clause.
 8. You agree and understand that we have set a limit of 500 outgoing emails per hour on Shared and Reseller Hosting to avoid any sort of email spamming from our servers. Customers cannot send more than the specified number of emails in an hour irrespective of the size of their mailing lists.
 9. **Pornography** - Hostko UK prohibits the storage and transmission (inbound and outbound) of pornography with the exception of softcore erotic art. Written permission must be obtained before any pornographic material is stored and/or transmitted through Hostko UK servers.
 10. Copyright software, Warez, destructive applications, copyright media, proprietary computer information and hacking & cracking sites are strictly prohibited on any portion of our services and network. Customers storing & transmitting (inbound and outbound)

files that violate copyright or other federal laws are grounds for instant termination of service.

11. Any incident of server abuse is grounds for immediate and unconditional account termination. Common examples of abusive practices are listed below and Hostko UK Hosting reserves the right of interpretation as to what constitutes abusive practices. In short - if you are unsure that your actions may be perceived as an abuse of service, contact Hostko UK Hosting directly to check with us before proceeding.
12. Ignorance of your actions and consequences does not exempt you from liability.
13. Hostko UK reserves the right to financially penalise any customer violating this agreement. The amount the customer is penalised is determined by Hostko UK. The customer agrees to pay all financial penalties placed by Hostko UK in full and within 30 days.
14. Trafficking of illegal content - in the same way that storing illegal content on your account is banned, likewise is the utilization of your account to traffic illegal content, by any means or method, it must not reside on nor pass through a Hostko UK servers.
15. IRC sessions - Using Hostko UK Hosting servers to run an Internet Relay Chat [IRC] session is grounds for immediate termination. This includes the use of BNC and other redirection servers to indicate a source address on any Hostko UK Hosting server. Running IRC from our servers makes them targets for attack. Don't run IRC sessions, IRC bots, IRC servers or IRC proxies. IRCs, Chat Rooms, MUDs, etc. Also software used in the maintaining of an IRC connection (daemons), 'bouncers', 'eggdrops' and the like are strictly prohibited. We will give no warning before terminating this activity and the account responsible.
16. Hacking / Denial of Service - Network activity that constitutes an attack on any internet host from a Hostko UK is grounds for immediate termination of likely prosecution.
17. Hostko UK prohibits any portion of its services to be resold without charge. This includes but not limited to: entire hosting accounts, email services, scripts, FTP accounts, MySQL databases, applications, licenses, webspace and bandwidth (this includes image hosting and file/data hosting services, either free or subscription/fee based).
18. Hostko UK prohibits the use of any portion of our systems to be used primarily to serve file download services.
19. Proxy websites and similar are prohibited.
20. Any reselling of Hostko UK services is prohibited unless clearly stated otherwise. Portions of a cPanel shared account may not be resold under any circumstances. Only resources in WebHostManager may be resold under a reseller agreement (i.e. with the purchase of a reseller package).
21. Hostko UK backs up data for its own use and disaster recovery. The customer is encouraged to make their own backups. Customers may request 1 free restore per month. Hostko UK makes it backups to an offsite location. We do not make any guarantees on the integrity and reliability of the backups.
22. Hostko UK reserves the right to disable backups being performed on cPanel accounts larger than 20GB. You are responsible for monitoring your total cPanel account file space usage.

23. Hostko UK has the final say and will determine the uptime of our servers and will base its uptime on our own monitoring systems. External monitoring statistics set up by customers will not be considered as evidence of uptime/downtime.
24. Only one promotion can be used when ordering. Multiple promotions cannot be combined together and used together. Only one promotion per paying account. Hostko UK reserves the right to refuse a promotion to a customer.
25. Hostko UK reserves the right to revoke a promotion already being used or a new promotion introduced with or without prior notice.
26. Hostko UK reserves the right to reduce the advertised time of the promotion running time with or without prior notice.
27. Hostko UK reserves the right to delay provisioning of bundled account features (i.e. RapidSSL, WHMCS License, etc.) until the customer has paid for their next hosting account renewal.

Reseller Responsibility

1. The reseller customer is liable and responsible for all actions of their account and subaccounts created by the reseller customer. As the reseller customer you agree to accept all responsibility and liability for your actions and the actions of your subusers either directly or indirectly.
2. Terms of Service violations as a result of a subuser account being exploited with or without knowledge will be the responsibility of the reseller account holder.
3. Resellers customers are responsible for the content of the accounts they create. If those accounts are hacked/abused, the reseller will be accountable for all costs and liability.
4. The reseller account holder agrees to actively monitor their subaccounts to ensure all subaccounts and their own account are abiding by all of Hostko UK's policies and Terms Of Service
5. The legal liability and legal responsibility of the subaccounts of the reseller belongs to the reseller customer.
6. Hostko UK reserves the right to financially charge the reseller customer for any contract violation.
7. If an IP assigned to a client is blocked and/or blacklisted, Hostko UK will impose a non-negotiable £100.00 penalty fee payable within 24hrs. Hostko UK reserves the right to take further action should this bill remain unpaid.
8. Resellers are responsible for ensuring that the domain they choose upon sign up is the domain they wish to use. If the reseller requests to have the domain name of the main reseller account changed, a £25.00 one-time admin fee is charged.

Payment & Bills

1. All accounts are set-up on a pre-pay basis only
2. Invoices are generated 5 days before the official due date. Payment must be made by the due date to avoid the suspension of your account. If no payment is received, your account will be suspended 3 days after the official due date. If no attempt is made within the next 7 days to pay due invoice(s), we reserve the right to permanently terminate your account and format all data held. In total 10 days from the official due date will pass before we permanently terminate your account. Any invoice that is outstanding for 5 days and not paid will result in a £5 late fee.
3. All invoices are due on the date stated on the issued invoice(s). Hostko UK reserves the right de-activate/suspend your hosting account should the invoice not be paid on the stated due date.
4. Hostko UK reserves the right to charge a 25% late fee of the total invoice value for any account that has not been paid in full on due date stated on the invoice.
5. Hostko UK may at its own discretion provide a grace period to customers with an overdue invoice. The grace period will be determined by Hostko UK. Hostko UK may not inform the customer of the grace period.
6. Hostko UK will suspend your account if outstanding bills have not been paid by the stated due date on the issued invoice(s).
7. If after 7 days outstanding bills owed to Hostko UK have not been paid in full and no further credit arrangements have been made, Hostko UK will terminate all hosting accounts and deactivate all other services purchased through Hostko UK until all owed amounts have been paid in full.
8. Accounts will continue to accumulate invoices and further charges until the customer informs Hostko UK of its intentions to cancel the account in accordance with the cancellation procedures. The customer is obligated and responsible for paying for all accumulated charges.
9. After account suspension, Hostko UK will not provide you with any account backups unless the full outstanding bill has been paid in full before backups are deleted.
10. Hostko UK reserves the right to impose a re-activation fee for accounts that have been suspended.
11. Hostko UK reserves the right to impose a late fee for circumstances where your bill has not been paid in full and on time
12. If you have a credit card on file, you authorise Hostko UK to automatically charge the card upon due date.
13. If you have a credit card on file, but your primary method of payment is not credit card, and your account is overdue, you authorise Hostko UK to charge the credit card it has on file.
14. If overdue accounts remain unpaid for a period of 30 days, Hostko UK may pass your details to a 3rd party debt collection company or sell the debt. In such cases, Hostko UK will impose a £150.00 collections & administration fee.

Refunds & Cancellations

1. You can only cancel your account by opening a support ticket with our billing department supplying your: Main account domain, username, password, subscription number or latest order number.
2. If you do not cancel using the procedures set in section 1, your account will not be canceled and will be subject to charges.
3. You must notify Hostko UK at least 7 days before your next billing due date.
4. If you do not notify Hostko UK at least 7 days before your next billing date with your intent to cancel, you will be charged for any subsequent months where the cancellation notice has not been provided to Hostko UK at least 7 days before the due date.
5. Only first-time accounts are eligible for a refund. 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.
6. The following methods of payments are non-refundable, and refunds will be posted as credit to the hosting account:
 - Bank Wire Transfers
 - Western Union Payments
 - Checks
 - Money orders
7. There will be no refund for new domain registrations, ID Protect, WHM/CPanel, SSL Certificates and Site Builder as these are purchased from External Vendors & Hostko UK does not get any refund in case of cancellation of licenses.
8. Accounts canceled under our 14 day money back guarantee are subject to a full refund for the hosting account only (less any additional fees), UNLESS the account was purchased under a special promotion held by Hostko UK.
9. Accounts purchased under any Hostko UK promotion (with our without coupon code) are EXCLUDED from the 14 day money back guarantee.
10. Any free additional services provided are deducted from the total refund amount of customers requesting a refund under our 14 day money back guarantee. The following fees are deductible (hence will not be refunded):
 - WHMCS: £5.00If you have requested or used any of the above services, they will not be refunded as part of the 14 day money back guarantee and thus considered as chargeable items.
8. Hostko UK dedicated servers and virtual private servers are excluded from the money back guarantee.
9. If you have violated our Terms of Service, the 14 day money back guarantee no longer applies to you
10. Domains, SSL certificates, IP addresses and any additional services ordered are not

governed by our 14 day money back guarantee.

11. If you are requesting credit under our 99.9% uptime guarantee (i.e. we did not provide you with 99.9% uptime), then the request must be submitted within 72 hours of the incident happening. Otherwise the request will be void.
12. You must allow up to 30 days for credit and refunds to be processed and applied to your account
13. If you have paid yearly for your account but cancel while having unused months not yet paid for, the remaining unused amounts will not be refunded. Customers have 14 days to request a refund regardless of how many days, weeks, months or years you have paid for.
14. If you are using our domain reseller account services, and cancel your account, the domain reseller account will be suspended and any funds loaded in the domain reseller will be forfeited. Any domains in the domain reseller will also be forfeited. The customer is thus responsible for transferring any domains away from our domain reseller before terminating an account with us.

Money Back Guarantee

1. Dedicated servers & domain registrations are not included under the 14 day money back guarantee policy.
2. Hostko UK reserves the right to decide whether or not to issue pro-rated refunds under such circumstances.
3. All subscribers of managed Shared Hosting, Reseller Hosting plans carry a 14 day unconditional money back guarantee. If you find the services to be deficient or unsatisfactory, you are entitled to a full refund of the contract amount within the first 14 days of the date of account set-up.
4. We also provide a price-freeze guarantee. You never have to pay more than the initial amount you sign up for your hosting service. Hostko UK reserves the right to change the resource allocation for its services & also to change the prices listed on the website.

End-User Support

1. If your package includes end-user support, Hostko UK will only begin the end-user support part of the package once you provided us with your company name, email to send notifications to and desired password. This must be done via ticket.
2. Hostko UK has no guaranteed response time but aims to respond within 24 hours.
3. Hostko UK will be acting on your behalf. Thus you are responsible for the content and nature of the replies Hostko UK provides.
4. Hostko UK does not provide support desk installation or help with configuration of a

support desk. This is the responsibility of the customer.

5. Customer must use the helpdesk provided by Hostko UK in order to use our end-user support service
6. Hostko UK will keep itself anonymous and make every attempt to ensure your customers do not find out about Hostko UK but we cannot guarantee your customers will not be able to find out about us by themselves.

Support Restrictions

1. Hostko UK does not provide support for 3rd party scripts including all scripts listed in Fantastico, RVSiteBuilder, WHMCS, ClientExec and any other script unless explicitly stated.
2. If you open a ticket requesting support for a 3rd party script, your ticket will be reprioritized as low priority and may be closed without an answer.
3. The offer of any particular service does not constitute an obligation on Hostko UK part to tutor the necessary skills to utilize that service, only to provide system-specific information.
4. Problems with domain names/DNS issues are NOT directly the responsibility of Hostko UK. DNS is a cooperative system and works solely because the parties involved in running the system agree to cooperate in the furtherance of the DNS/domain system. We will do our best to isolate the source of the problem at hand, however unless this source is hardware directly under the control of Hostko UK, then the task of acquiring a solution will fall back into your hands. Hostko UK will advise when requested, but rarely intermediate in domain issues not directly related to the operation of one of our DNS servers.
5. Hostko UK covers free initial migration from your previous host. This service is limited to cPanel/WHM to cPanel/WHM transfers. We offer basic troubleshooting after account migration to ensure things have been transferred successfully. Hostko UK does not cover 3rd party script troubleshooting. It is your responsibility to ensure your scripts are compatible with our server environment.
6. The same support restrictions also apply to our end-user support.