FAQ

Pre-Sales

Who is Ultra.cc?

Ultra.cc is a trusted app hosting platform that has been in operation for over a decade. We provide managed shared slots with one-click solutions for the most popular Linux media applications, non-root shell access, and premium support. We innovate and strive to make sure that our clients are taken care of.

What are the applications offered as one-click-installers?

- Airsonic Advanced
- Audiobookshelf
- Autobrr
- Autodl-Irssi
- Bazarr
- Calibre
- Calibre-Web
- Deluge V1 and V2
- Doplarr
- Emby (not available on Essential tier plans)
- Filebrowser
- Homarr
- Jackett
- JDownloader2
- Jellyfin (not available on Essential tier plans)
- Jellyseerr
- Kavita
- LazyLibrarian
- The Lounge
- Lidarr
- MariaDB
- Medusa
- Mylar3
- Navidrome
- Nextcloud
- Nginx
- NZBget
- NZBHydra2
- Ombi v4
- OpenVPN
- Overseerr
- Plex (not available on Essential tier plans)
- Prowlarr
- pyLoad-ng
- qBittorrent
- Radarr V5 (two instances)
- Readarr

- Resilio Sync
- rTorrent
- ruTorrent (rTorrent companion)
- SABnzbd
- SickChill
- Sonarr V3 and V4 (two instances)
- Syncthing
- Tautulli
- Transmission
- Ubooquity
- Unpackerr (available on NVMe plans only)
- Wireguard
- ZNC

Where are your servers located?

Ultra.cc offers network services for purchase in three different geographical locations, namely the Netherlands, Canada, and Singapore. Although our primary location is based in the Netherlands, we also provide services in Canada and Singapore.

It is recommended that customers purchase services in Canada or Singapore only if it would improve their home connection. This is because the peering from these locations to servers and services in European backbones may not be ideal, which could affect the overall performance and efficiency of the network.

Is root/sudo access available to install applications that are not offered by Ultra.cc?

Users do not have sudo or root access.

Do you offer a dedicated IP for any plan?

No, all of our plans have shared IPs.

What are the upload and download quota limits?

The amount of data you may download to your slot is unlimited; only the upload traffic is counted against the quota assigned to your service.

When does my upload traffic usage reset?

Your traffic resets every month on the day you signed up. This date is shown in your User Control Panel under the Slot Info tab.

Can I seed public torrents?

Yes, you can seed public torrents. However, scripts stop all torrent clients from seeding public torrents by default. This is to ensure that HDD IO saturation and inadvertent upload traffic usage does not occur. These scripts can be easily disabled if required using our guides for each client linked below.

- qBittorrent
- Deluge
- Transmission
- rTorrent

What happens after I have exhausted my upload traffic for my billing period?

After you have exhausted your upload traffic quota, your upload speed will be throttled to 10Mbit/s until your next traffic reset date. Your download speed will always be unthrottled.

Do you offer the ability to add more upload bandwidth to my service?

Yes. Please view our guide to purchasing extra upload bandwidth addons.

Which services are not counted towards my upload monthly traffic quota?

The following applications and services are not counted towards your upload traffic quota and will not be throttled after you've exhausted your upload traffic quota:

- FTP on Port 21
- SSH on Port 22
- Media Server Applications (Plex Media Server, Emby, and JellyFin) on the port as visible in your Ultra Control Panel.

How many Plex transcodes can I expect?

Unfortunately, it is not possible to have a single answer for this. It depends on various factors. Most clients are able to achieve 3-4 1080p transcodes where the 1080p media has a bit rate of ~10MB/s. Our recommendation is to try your preferred plan, and if it does not fit your needs, get a refund using our 7-day Refund Policy.

Transcoding of 4K Media: This is not recommended because of how resource intensive it is to convert X265/HEVC to x264 1080p. If you wish to stream 4K media, it is your responsibility to ensure that it is direct played at all times. More information on how to set up your server for Direct play can be found here.

Please take a look at our Terms of Service before making a purchase decision.

Do you offer data migrations from another provider to my service with you?

Yes. Please open a ticket here, and our support staff will be happy to do this on your behalf.

Does Ultra.cc "oversell"?

The term "overselling" is commonly used on public forums and Reddit, but it does not accurately describe our practices. While it is true that hosting multiple users on a disk can lead to IO overload, we take measures to ensure that our clients receive optimal performance. We understand that some clients may have higher demands or be more vocal, and we strive to address any issues promptly and effectively. Our priority is to provide a positive customer experience, and we may adjust user allocations for load balancing or to meet individual needs.

Payments and Refunds

I want to pay automatically via PayPal. How can I do that?

After you have agreed to Ultra.cc Terms of Service and chose PayPal as your payment option, you will see two buttons in the top right of your invoice, one will be PayPal Checkout, and the other will say Subscribe. Click the **Subscribe** button to set up a pre-approved payment subscription with PayPal. After this, your subsequent invoices will be paid automatically. Take note that the Subscribe button will vanish on overdue invoices. More info can be found here.

In regard to the pre-approved payment subscription, this is an agreement between you and PayPal. If you cancel your Ultra.cc service or apply for a refund, you must also cancel your pre-approved payment subscription that you have set up with PayPal. More info can be found here.

Any overpayments due to this are non-refundable and are automatically credited to the client's account.

Do you offer any trials?

We do not offer any trials. However, if the service is not up to your standards or requirements, we will give you a prorated refund within your first seven days of service with us.

Please refer here for our refund policy in detail.

How can I cancel my service and receive an eligible first seven days of service prorated refund?

After working without our support team and confirming that our services are not right for you, you can request your service be immediately canceled from within your customer portal page here.

Then proceed to open a ticket here to request our support team to start the processing of your prorated refund.

Which currencies do you accept for payment?

- $ - United States Dollars
- € - Euros
- £ - British Pounds

Am I able to change the currency I had picked initially when I created my account?

No. This is not possible for tax and accounting reasons. If you wish to change your currency, you will need to register a new account.

What are the payment methods offered?

- PayPal
- Credit/Debit with PayPal as the secure processor
- Stripe Payment's (This must be supported in your card issuers country, PayPal is the recommended alternative) You can read more here: https://stripe.com/global

- Cryptocurrency

> It has been reported that card payments made using cards without 3D verification will be automatically declined this is out of our control and we offer sincere apologies

Security and Privacy

Can other users see or access the data in my slot home folder?

No. All users are jailed to their home directory and can not access other users' home folders on the server. Never change the permissions of your home directory, as this will allow access of your home directory to other users.

Do you keep any logs of any kind?

We keep certain logs for troubleshooting purposes. For more information on this, please read the Data Handling Privacy.

Do Ultra.cc Slots come with a VPN?

Yes, each service comes with three VPN configurations for three separate devices to keep your web browsing anonymous.

Can I change the username of my slot?

Changing your username is not possible on an existing service, and can only be done while a service is being deployed. For example, if you intend to upgrade your service, you can request your username to be changed during the upgrade procedure, as your service will be re-deployed.

How do I change my email address associated with my account?

For security reasons, you will need to open a support ticket here with this request, and our support team will be happy to assist with applying the requested email change for you.

Does Ultra.cc forward DMCA Notices?

Our Data Centers are in the EU and not in the US, but we are legally obligated to forward DMCA's from our host if required. For any legitimate DMCA takedown notices, we'll be informing the user and be asked to delete said content within 24 hours.

Managing Your Service

Will I be able to install my applications other than the ones supported by Ultra.cc?

Yes. You may install and run any programs in your userspace/Home directory via your slot's SSH shell access, providing they do not abuse server resources and is within our policies.

Do you allow the use of rclone for mounting of remote storage file systems such as Google Drive?

Yes. Our platform allows the installation of rclone and mount remote file systems such as Google Drive. Although official support will be limited due to the many variables involved with the use of remote file systems and mounts, our support team will do their best to point you to the correct guides to accomplish your goals by utilizing rclone mounts.

We have detailed guides located here to set up and then utilize your rclone remote file system mounts.

What happens when my allocated storage runs out?

Your webserver and applications will temporarily be offline and inaccessible. However, your slot services such as FTP/SFTP/SSH will remain active and accessible for you to delete data then restart/repair your web server and applications to bring them back online.

Can rclone remote file system mounts be used as a source for streaming applications such as Plex/Emby/Jellyfin?

Yes. While remote file systems by nature will not be as stable as using local storage, in most cases, they will work quite well as a source for streaming applications such as Plex, Emby, and Jellyfin. We have a detailed guide located here on optimizing applications for the use of rclone remote file system mounts.

Can rclone remote file system mounts be used as an endpoint location for applications importing data such as Radarr/Sonarr/Lidarr/Couchpotato/SickChill/Medusa?

Yes, but using a direct rclone remote file system mount as an endpoint for an application's endpoint path is not recommended for stability reasons. MergerFS is a much more stable method to accomplish this and is strongly recommended. We have a MergerFS automation detailed guide located here on how to set this up.

Why is my all allocated traffic all consumed?

Usual reasons are the following:

- You have continuously synced your files using rclone, Resilio Sync, Nextcloud, or Syncthing.
  - These applications are counted towards your upload bandwidth. You may have to throttle the speeds or schedule your transfers.
  - Another alternative is using FTP or SFTP for your transfers.

Support

Why is my slot suspended?

This is almost always due to a late payment. Ten days before your due date, we will generate an invoice and send it to you via email. Failure to pay on time will lead to the suspension of your service. After this, you have seven days to pay your overdue invoices, after which it gets automatically purged from our systems if not paid after that.

How can I upgrade my slot?

You will need to submit a ticket here and let support staff know which service you would like to upgrade. The support team will then generate a prorated invoice for you and walk you through the upgrade procedure. For more information regarding the process, see here.

How can I downgrade my slot?

You will need to submit a ticket here and let support staff know which service you would like to downgrade. The support team will then walk you through the downgrade process. For more information regarding the process, see here.

How do I change the billing cycle of my service?

You will need to submit a ticket here and let support staff know which billing cycle you prefer. The support team will then process the change for you.

Do you accept recommendations for apps to be added as a one-click-installer?

Yes. Please feel free to post on our feedback site to make an application suggestion. Once a request has a fair amount of votes, our DevOps team will do thorough testing of the application for both stability and security. Then, the application may be added as a one-click-installer.

Do you offer managed backups of my slot's storage?

To provide you with some of the best and most competitive prices, we cannot offer managed backups. We encourage all users to implement their backup solutions so that data can be restored in the rare event of a hard drive failure.