

# Ultra.cc Policies

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# Content Abuse Policy

## Complaints against Copyrighted Content

We understand that our client may distribute copyrighted, trademarked, or sensitive content – either accidentally or on purpose - without appropriate rights. In that case, if you're a copyright owner, you can contact us under the Digital Millennium Copyright Act of 1998 at [abuse@usbx.me](mailto:abuse@usbx.me).

We'll respond to copyright infringement claims on Ultra.cc and take whatever action we think is appropriate, which may include removing the reported content or termination of accounts of clients who repeatedly infringe or charge often with infringing copyrights.

We follow a straightforward procedure for this circumstance with the following steps:

### Copyright Owner sends the report.

The copyright owner must initially investigate to confirm that they legally own the copyright of said content and that our service's content is unauthorized and infringing. The report must contain the following elements:

- Identification of the copyrighted content you claim has been infringed, such as URL and further information, which specifies the claim.
- Include your email address so we can contact you.
- Include the following statements:
  - "I hereby state that I have a good faith belief that the disputed use of the copyrighted material is not authorized by the copyright owner, its agent, or the law (e.g., as a fair use)."
  - "I hereby state that the information in this notice is accurate and, under penalty of perjury, that I am the owner, or authorized to act on behalf of the owner of the copyright or of an exclusive right under the copyright that is allegedly infringed."
- Include your legal name and digital signature.

This will be sent to [abuse@usbx.me](mailto:abuse@usbx.me) and will be subject to review by our team.

### Ultra.cc reviews the report and passes it to the client to be removed from his slot in 24 hours.

Upon approval, we will notify the client through email and USB's ticketing system and will be given 24 hours to remove infringing content. If the client does not respond within this period, his service will be suspended and will only be unsuspended when the client contacts us and confirms the removal of said content.

### Copyright Owner Revises or Retracts the Report

Ultra.cc will contact the Copyright Owner once our client completes the removal of infringing content within two business days. The copyright owner must review the action taken by the client and renew or revise their report.

## The client may Send A Counter-Notice

If the client believes that they've appropriate rights on the reported content, they can legally dispute the report against the complainant directly but must inform us first with sufficient information. In this legal matter, Ultra.cc won't act as an intermediary.

## Termination of Clients with Multiple Infringes

Ultra.cc reserves the right to terminate the client's service charged or determined to be "Repeat Infringer" or has not removed the reported content after the set period. Ultra.cc reserves the right to define the criteria by which Ultra.cc will determine that a person is a 'repeat infringer.' A period of 24 hours will be provided before the termination action so the client can backup his data present on their Ultra.cc service.

**With this Agreement of Abuse Policy, both Complainant and our Client agree that Ultra.cc is not liable for any legal actions against any client's content on its services. Ultra.cc acts as a common carrier only, as explained in its Terms of Service.**

# Data Handling Policy

At Ultra.cc, we ask and store the minimum amount of information from you that is necessary to maintain our records and provide the services that you'd expect from us. The Ultra.cc team is also well-trained to handle your data with the utmost privacy and security in mind and are required to observe strict rules, which includes using strong credentials and multi-factor authentication. Also, all of the payment processing is entirely handled by our payment processors, and none of your financial information is stored to Ultra.cc, aside from the user's payment and their respective transaction IDs.

## Email

- **Uses**
  - Serve as your login on your Ultra.cc Client Area and Ultra.cc Control Panel.
  - Point of contact for Ultra.cc service announcements
  - Point of contact for Ultra.cc Ticket System inquiries
- **Collection**
  - The user provides this during signup.
- **Storage**
  - WHMCS = Cleartext
  - Django Suit = Cleartext
- **Access and Reasons for Access**
  - User
  - Ultra.cc team
    - This is for contacting the user for support or any service announcements.
- **Retention**
  - Indefinite
- **More information**
  - Sensitive Data Removal Policy

## Username

- **Uses**
  - This is to identify the user on the Ultra.cc Ticket System.
  - It also will be the name of the user's Ultra.cc slot.
  - It'll be registered as a local user on the server that the user's slot has deployed in. This will also show any running processes that the user has.
  - It'll also serve as the user's username for installed applications.
- **Collection**
  - The user provides this during signup.
- **Storage**
  - WHMCS = Cleartext
  - Django Suit = Cleartext
  - Installed Applications = Depends on the Application
- **Access and Reasons for Access**
  - User
  - Ultra.cc team
    - This is needed for any support inquiries.
    - This is also required to investigate any server issues by searching for applications that have high resource consumption, server instability source, or any illegitimate applications that the user runs.

- **Retention**
  - Indefinite
- **More Information**
  - Sensitive Data Removal Policy

## Country

- **Uses**
  - This is to compute taxes that apply to the user's country of their choosing.
- **Collection**
  - The user provides this during signup.
- **Storage**
  - WHMCS = Cleartext
- **Access and Reasons for Access**
  - User
  - Ultra.cc team
- **Retention**
  - Indefinite
- **More Information**
  - Sensitive Data Removal Policy

## Password

### Ultra.cc Client Area Password

- **Uses**
  - Serve as the user's password on your Ultra.cc Client Area.
- **Collection**
  - The user provides this during signup on the Ultra.cc Client Area.
- **Storage**
  - WHMCS = Encrypted
- **Access and Reasons for Access**
  - User
  - Limited access by the Ultra.cc team
    - The Ultra.cc team has no means of seeing the user's password as it is hashed, but they can reset your password for you after verification.
- **Retention**
  - Indefinite
- **More Information**
  - Sensitive Data Removal Policy
  - Password Policy

### Ultra.cc Control Panel Password

- **Uses**
  - Serve as the user's password on the Ultra.cc Control Panel to gain access to their slot.
- **Collection**
  - The user provides this after the deployment of the user's slot.
- **Storage**
  - Django Suit = Encrypted
- **Access and Reasons for Access**
  - User
  - Limited access by the Ultra.cc team

- The Ultra.cc team has no means of seeing the user's password as it is hashed, but they can reset your password for you after verification.
- **Retention**
  - Indefinite
- **More Information**
  - Sensitive Data Removal Policy
  - Password Policy

## Application Passwords

- **Uses**
  - Serve as the password for the user's installed applications.
- **Collection**
  - The user provides this after the deployment of the user's slot.
- **Storage**
  - Django Suit = Cleartext
  - Installed Applications = Depends on the Application
- **Access and Reasons for Access**
- User
- Ultra.cc team
  - This is needed to provide application-specific support inquiries, with the user's permission.
- **Retention**
  - Until the user uninstalls the application
- **More Information**
  - Sensitive Data Removal Policy
  - Password Policy

## Payment Processing

### PayPal

- **Uses**
  - Serves as one of Ultra.cc payment gateways
- **Collection**
  - Payment processing is done entirely by PayPal. The only data that is saved in WHMCS under the user's account is the **PayPal Transaction ID**.
- **Storage**
  - WHMCS = Cleartext (PayPal Transaction ID)
- **Access and Reasons for Access**
- Ultra.cc Sales Team
  - The Ultra.cc Sales Team may verify the user's information with PayPal as part of our sales process.
- **Retention**
  - Indefinite

### Stripe

- **Uses**
  - Serves as one of Ultra.cc payment gateways
- **Collection**

Payment processing is done entirely by Stripe. The only data that is saved in WHMCS under the user's account is the **Stripe Payment ID, Hash, Card's last four digits and expiry**.
- **Storage**
  - WHMCS = Cleartext (Stripe Payment ID)
- **Access and Reasons for Access**

- Ultra.cc Sales Team
  - The Ultra.cc Sales Team may verify the user's information with Stripe as part of our sales process.
- **Retention**
  - Indefinite

## Coinbase Payment API

- **Uses**
  - Serves as one of Ultra.cc payment gateways
- **Collection**
  - Payment processing is done entirely by Coinbase. The only data that is saved in WHMCS is the **Coinbase Order Code and Confirmation Hash**.
- **Storage**
  - WHMCS = Cleartext (Order Code and Confirmation Hash)
- **Access and Reasons for Access**
- Ultra.cc Sales Team
  - The Ultra.cc Sales Team may verify the user's information with Coinbase as part of our sales process.
- **Retention**
  - Indefinite

## Logs and Analytics

### Server Metrics

- **Uses**
  - This is to view the health and resource usage of the servers.
- **Collection**
  - The user provides this after the deployment of the user's slot.
- **Storage**
  - Ultra.cc Servers = Cleartext
  - Django Suit = Cleartext
  - Sentry.io = Cleartext
- **Access and Reasons for Access**
- User
  - Server metrics can be viewed using various Linux utilities installed on your slot. The following are the major metrics can be seen:
    - CPU Usage
    - Swap Usage
    - RAM Usage
    - 1/5/15 Load Average
    - Your running processes
    - Processes run by other users on the same server are not accessible by you.
    - Input/Output metrics
    - Disk space
    - Quota disk space (your allocated disk space)
    - Physical disk space
- Ultra.cc Team
  - In addition to the metrics above, the Ultra.cc team uses Sentry.io to quickly aggregate all metrics from all of the servers and warn the team of any errors in any servers.
  - Server metrics can be used for support inquiries and to investigate any resource abuse in any server.
- **Retention**
  - Indefinite

# Authentication Logs

## Ultra.cc Control Panel Login Attempts

- **Uses**
  - Any invalid access attempts are logged into Django Suit, which bars the user from logging into the UCP after a certain number of attempts for a certain period of time. This includes the following:
    - Username, as inputted by the user
    - IP address
    - Number of attempts
    - Last date of attempt
- **Collection**
  - These are collected when a user enters his credentials incorrectly.
- **Storage**
  - Django Suit = Cleartext
- **Access and Reasons for Access**
- **Ultra.cc Team**
  - These are used to identify any brute-force attempts
  - User can also request to lift his timeout and remove the access attempt, upon request and verification via the Ticket system
- **Retention**
  - 24 hours or if the user requests it.

## sshd Logs

- **Uses**
  - Standard logs created by the SSH Daemon. It's located at `/var/log/auth.log`
- **Collection**
  - These are collected when SSH Daemon is operational
- **Storage**
  - Ultra.cc Servers = Cleartext
- **Access and Reasons for Access**
- **Limited Access Ultra.cc team**
  - These are checked for possible network intrusions, checking certificates for expiry and SSH daemon troubleshooting by the Ultra.cc Technical Support Team and are accessed only when necessary.
- **Retention**
  - Indefinite

## System Generated Logs

- **Uses**
  - Server-wide generated logs, used in identifying any issues on the servers.
- **Collection**
  - These are logs that are generated by the operating system of the servers.
- **Storage**
  - Ultra.cc Servers = Cleartext
  - Sentry.io = Cleartext
- **Access and Reasons for Access**
- **Limited Access Ultra.cc team**
  - They are used to identify any issues in a specific server.
  - The logs are also aggregated by Sentry.io, which warns the team of any errors in any servers.
- **Retention**
  - Indefinite

## Logs Generated by Installed Applications



- **Uses**
  - Logs generated by your installed applications, used in identifying issues within your slot.
- **Collection**
  - The user's installed applications generate these logs.
- **Storage**
  - Django Suit = Cleartext
  - Installed Applications = Cleartext
- **Access and Reasons for Access**
- User
- Ultra.cc team
  - This is needed to provide application-specific support inquiries, with your permission.
- **Retention**
  - Until the user uninstalls the application or removes it.

## User's bash History

- **Uses**
  - This is a record of all the commands entered by the user on the slot's shell. It's located in `$HOME/.bash_history`
- **Collection**
  - Each command entered on the shell is recorded.
- **Storage**
  - Ultra.cc Servers = Cleartext
- **Access and Reasons for Access**
- User
- Ultra.cc team
  - These are used for general or application-specific inquiries such as checking if the entered commands by the user are correct.
  - Also used to check for possible intrusions or server abuse.
- **Retention**
  - Indefinite until the user removes it.

## Hosted Data

### Installed Applications

- **Uses**
  - Essential files for installed applications to run properly
- **Collection**
  - The user installs this on your slot.
- **Storage**
  - Ultra.cc Servers = Depends on the Application
- **Access and Reasons for Access**
- User
- Ultra.cc team
  - This is for application-centric support inquiries, with the user's permission.
- **Retention**
  - Indefinite until the user removes it.

### User Data

- **Uses**
  - Data created by the user and/or the user's applications and is stored on the user's slot.
- **Collection**
  - This is created by the user and/or the user's applications.
- **Storage**

- Ultra.cc Servers = Cleartext
- **Access and Reasons for Access**
- User
  - The user's files are stored in one of the home folders in one of Ultra.cc servers and are isolated from other users. Only the user can access it.
- Ultra.cc team
  - This can be accessed for any support inquiries, with the user's permission.
- **Retention**
  - Indefinite until the user removes it.
    - For any legitimate DMCA takedown notices, we'll be informing the user and be asked to delete said content within 24 hours.
- **More Information**
  - Abuse Policy
  - Sensitive Data Policy

# Global Privacy Practices

Ultra.cc provides the same high standard of privacy protection—as described in Ultra.cc Privacy and Data Handling Policy—to all our users and customers worldwide, regardless of their country of origin. Ultra.cc is proud of the level of notice, choice, accountability, security, data integrity, access, and recourse we provide.

Our Privacy Frameworks are based on principles, and Ultra.cc adheres to them in the following ways:

## Notice

- We let you know when we're collecting your personal information.
- In our Data Handling Policy, we let you know what purposes we have to collect and use your information, whom we share that information with and under what restrictions, and what access you have to your data.

## Choice

- We let you choose what happens to your data. Before we use your data for a purpose other than the one for which you gave it to us, we will let you know and get your permission.
- We will provide you with reasonable mechanisms to make your choices.

## Accountability for Onward Transfer

- If needed, we share only the amount of data with our third-party vendors as is necessary to complete their transaction.
- For payments, all information is handled by our payment processors.
- Under no circumstances do we sell your data to third parties, nor our payment processors share their information with us other than verification of payments.

## Security

- We will protect your personal information with all reasonable and appropriate security measures.

## Data Integrity and Purpose Limitation

- We only collect your data for the purposes relevant to providing our services to you.
- We collect as little information about you as we can unless you choose to give us more.

# Access

- You are always able to access the data we have about you in your Ultra.cc user profile. You may access, update, alter, or delete your information there.

# Recourse, Enforcement, and Liability

- If you have questions about our privacy practices, you can reach us with our ticketing system or our community Discord server, and we will respond as soon as possible.
- We will conduct regular audits of our relevant privacy practices to verify compliance with our promises.
- We require our employees to respect our privacy promises, and violation of our privacy policies is subject to disciplinary action up to and including termination of employment.

# Incident Response and Security Policy

Despite everyone's best efforts and audits, security incidents are inevitably part of the business. Your security is important to us, and we are fully committed to its security and that of our clients. We continue to maintain a culture of transparency and truthfulness, which also extends to our approach to reporting security incidents. Ultra.cc will take the following actions:

Close all connections to Ultra.cc servers, WHMCS, or any other accessible place to resolve the incident rapidly. As soon as any Incidents reported or discovered by us, we will publish this on our communication channels at the earliest, including our website, our Twitter page, our subreddit, our community Discord server, and the Incident response page. We will also start emailing the clients affected, but it might take some time for all the emails to be dispatched.

In case you're experiencing issues with your services, please check the status page at [status.usbx.me](https://status.usbx.me). It's most likely you will see some maintenance work related to your node. If there is no ongoing maintenance, feel free to open a support ticket to investigate your Issues and guide you accordingly.

## Policies

To continue trusting us, we have published a few essential bits of highly important information for you. We want to be as transparent as possible and share all the information that we store and how we store and use them.

- Abuse Policy
- Cookies Policy and sub-processors
- Global privacy practices
- Password policy
- Username policy
- Privacy policy
- Refund policy
- Sensitive Data removal policy
- Username policy
- Terms of Service

## Security first partners and vendors

- We assess third-party partners and vendors for fit and security risk based on the services they provide. We also make sure the right technical and contractual commitments are in place.
- We use N+1, Tier 3 data center vendors with your availability and security in mind—and with physical security.
- Use of VLAN, To keep the data safe and secure and to avoid possible sneaking, we use private VLANs at our network providers Novoserve.com and YISP.nl.

# How Can You Help

As we describe in our Terms of Service and on our security page, we do our utmost to ensure that Ultra.cc is safe and secure - to help us protect it further, you can help us in the following ways:

- Adhere to our password policy. You can read our password policy [here](#).
- Moderate your account sharing, do not share your account with people you do not know.
- Notify Ultra.cc if you notice any unauthorized use of or access our platform through your account, including any unauthorized use of your password.
- Enable two-factor authentication (2FA).

## Report a security event, vulnerability, or abuse

- Please notify Ultra.cc support to report a security event, like unauthorized account usage or a suspected data breach.
- Remove sensitive data - Need sensitive data removed from Ultra.cc? See our [Ultra.cc Sensitive Data Removal Policy](#)
- Read our [Content Abuse Policy](#) and how you can report any copyright content abuse.

# Password Policy

## How Ultra.cc Stores Passwords

Ultra.cc uses trusted software platforms, allowing you to have the best possible experience. Here, we describe the platforms used to power our services and how each platform manages the passwords stored. Please note that most of the passwords stored on our servers are encrypted and hashed using various secure algorithms.

### myUltra (WHMCS)

Ultra.cc uses WHMCS for managing sales, provisioning of slots, email dissemination, service announcements, and payment. It uses industry-leading security standards to encrypt and secure your information stored on our servers. The password stored on our servers is hashed using Bcrypt.

### Ultra.cc Control Panel (Django)

Ultra.cc uses Django to power the Ultra.cc Control Panel. It provides a one-stop panel to manage your Ultra.cc slot by managing your applications and passwords. It also gives the user a quick overview of your slot.

### UCP Login Password

Your login password, used to access your UCP profile, is hashed using the PBKDF2 algorithm with a SHA256 hash.

### UCP App Passwords

Your app passwords, which are the password used to login to your installed applications, are stored in plain text and are only available to the user and the Ultra.cc support team; this is for the Ultra.cc support team to access your installed applications whenever you ask for support. Ultra.cc support staff would not access said installed applications unless the user sends a support ticket, or asks a staff member for it on the community Discord server via Discord Tickets. In such cases, we would encourage you to set a temporary password prior.

### Third-Party App Passwords

Certain applications (for instance, Deluge or SickChill) are known to store authentication details and sensitive information in plaintext, including passwords and API keys. This behavior is beyond the control of Ultra.cc, and it is at the user's sole discretion to decide to trust these applications with this data. If you wish to see the application's behavior in question change, please report this issue to the project maintainers directly. That said, Ultra.cc slots are locked down so that only you can access your data on your slot and not anyone else's.

# How can you help

You can help us to make Ultra.cc more secure by choosing unique and strong passwords for your accounts. Below are some tips on how to choose a strong password:

- Make your password unique.
  - Make sure that you do not use the same password on different sites.
  - Using the same password on different accounts is risky. If someone gets your password for one account, they could access your email, address, and even your financial information.
- Make your passwords longer and easy to remember by you.
  - The longer your password, the stronger it will be. Make sure your password is at least 12 characters long.
  - Here are some tips that you can use to create long and memorable passwords:
    - A quote from a movie or film
    - A passage from a book
    - Catchphrases
  - Avoid passwords that could be easily guessed by people who know you or anything from your easily accessible personal information pages, such as your social media profiles.
  - Also, avoid passwords that use your personal information such as your nickname, initials, important dates, and others.
  - Do not use common words, keyboard patterns, and phrases such as `password`, `1234`, `abcd`, and `qwerty`.
  - Do not use a word backward such as “321drowssap,” because reversing a word doesn’t improve your password’s security in the slightest.
- Use a password manager.
- If you have difficulty managing or remembering your passwords, consider using a trusted password manager. Below are our recommendations:
  - <https://bitwarden.com/>
  - <https://www.lastpass.com/>
  - <https://lesspass.com/>
  - <https://keepass.info/>

## Weak Password Policy

Ultra.cc is actively encouraging users to use strong passwords for their accounts. **Ultra.cc does not hold any responsibility if the user account gets compromised due to weak passwords or using the same password at multiple websites.** It is common for attackers to use brute force or dictionary attacks to compromise your accounts. That’s why we highly recommend using a decent length of passwords with decent complexity. Please use the strong passwords tips we have suggested in the upper paragraph.



# Refund Policy

At Ultra.cc, we want to ensure that you are 100% happy with your purchase.

- If you have any questions about our services, please don't hesitate to ask us through our Official Support Ticket System.
- If you attempt to resolve issues with Support staff and you feel that the products you purchased do not best fit your requirements, we want to make things right through this policy.

Ultra.cc offers a **prorated refund** to **all new clients** within **seven days from the purchase of your first slot**. You can purchase any of our plans to test it out, and if that does not satisfy your needs, you can cancel your slot and send us a ticket to get your refund.

## Eligibility Guidelines

1. You must be a new client and have purchased your first slot from Ultra.cc.
2. If you purchase multiple slots from us, you are allowed a one-time refund of **one Essential Plan, one Tank plan, one App Vault plan, and one Bolt NVME plan**. These are counted within seven days of purchasing your first slot.

## Refund Calculation

All of our refunds are calculated on a prorated basis. This means that you only pay what you've used, which is your traffic usage.

- Traffic usage below 5% Meaning 95% or above available is considered for a full refund.
- Traffic usage above 5%, Meaning 95% or below available the refund will be calculated on a pro-rata basis.

## Requesting a Refund

After creating a cancellation request, please ensure that you cancel your subscriptions with your card processor. Ultra.cc is not responsible for managing your subscriptions.

1. To start with the refund process, you must cancel your slot. To do this, please follow our [Cancellation Request Guide](#). Remember to choose cancellation type  for a refund. We'd love to know what went wrong and how to improve, so please provide us your feedback as part of the cancellation request.
2. [Open a Support Ticket](#) to contact us for your refund. Refunds are manually processed by our staff and without a ticket your request for a refund will remain incomplete.

# Exceptions for Refund

- Payments using Coinbase (cryptocurrencies) are **strictly not refundable**.
- Traffic Addons
- Overpayments beyond three months.
- Any user that violates our Terms of Service.

## PayPal-Related Policies

### PayPal Subscriptions and Overpayments

Ultra.cc cannot manage your PayPal subscriptions on your behalf. Your responsibility is to cancel your PayPal subscriptions. Please ensure you do not have unintentional duplicate pre-approved agreements with Ultra.cc and be sure to cancel your subscription(s) should you no longer require services with us.

Our billing system will automatically apply overpayments by default to client credit so you can use them on future invoices.

Refunds on overpayments will be eligible for up to 3 months only.

*Our default protocol is to apply this as an invoice extension to your current service.*

### Chargebacks & PayPal Disputes

When opening a service with us, you agree to contact us first regarding any issues. The use of a PayPal dispute or a chargeback to forcibly revoke funding from us is considered a violation of our Terms of Service.

**Any client who commits either of these actions will be blacklisted from the purchasing and usage of our services in the future.**

# Sensitive Data Removal Policy

## What is Sensitive Data?

Sensitive data refers to content that

- should have been kept confidential, and
- Any information whose public availability poses a specific or targeted security risk to you

Sensitive data removal requests are appropriate for

- Access credentials, such as user names combined with passwords, access tokens, or other sensitive secrets, can grant access to your slot
- Exposing sensitive data like your name in the access URL of your slot can be seen by other users on the server
- Any other concerns about your privacy

## Sending a Sensitive Data Removal Request

The guidelines stated here are designed to protect your privacy, to streamline the process, and to educate our users about their rights.

- You may request to change your username, providing that you have stated a valid reason to do so. Due to the way our infrastructure is built, we cannot change the username of your current slot but instead will issue you a new slot with your new username. Then, you may choose to move the data yourself to your new slot or ask our Support Staff to move it for you. Once migration is done, we will securely erase your previous slot.
- If you want to change your email address associated with your Ultra.cc account, just send us a ticket with your new email address. Once confirmed, you can now enter your Ultra.cc account with your new email address. It's essential to keep your email address updated because we send occasional news about our services and any critical announcements such as server downtimes.
- Due to our infrastructure, we cannot remove your Ultra.cc Client Area Account if you choose to do so. You may, however, opt for us to completely replace your personal information from your account with randomized details and even go as far as setting a null email and a randomized password.

Please note you should be logged in to the Ultra.cc Client Area account before making a sensitive data removal request.

# Service Level Agreement

The Service Level Agreement (“SLA”) is a policy governing the Terms and usage of Services provided by Ultra.cc and applies individually to you by using our services.

Having in mind the nature of services (shared environment) and the kind of services we offer, server downtime is an inevitable part. With this agreement, we'll explain how we handle certain situations during your time with us.

The objective of this agreement is to ensure that the proper elements and commitments are in place to provide consistent service to you by us and will serve as an Official Agreement for our Policy on Handling Conflicts and Offering Compensation.

## Server Downtimes, Server Maintenance & Compensation

Ultra.cc takes all the requisite steps to ensure that our servers remain online and accessible for each user in any billing cycle.

Any scheduled maintenance of servers will be announced in advance through various communication modes such as e-mails, Ultra.cc Status Page & WHMCS Announcements, with pertinent details. Clients that are affected by this will not be compensated.

Any unannounced/emergency downtimes/maintenance of servers will be announced as such, and users affected will be compensated for it. Below is the basis for compensation:

| Downtime           | Service Credit  |
|--------------------|---|
| Within 6 hours     | As per team discretion  |
| Up to 12 hours     | One Day   |
| Up to 24 hours     | Two Days  |
| Exceeding 48 hours | Credited double the time of the downtime (e.g., if there are three days of downtime, clients will be credited six days as compensation) |

Please take note that this **does not include any downtime of your apps installed**.

## Drive Failure and Data Loss

Ultra.cc is a shared app hosting platform; almost all of the setup is devoted to providing the users with the fair allocation of resources and full disk utilization. Unfortunately, there will be inevitable incidents like drive failures.

If drive failure happens on the slot you're in, and we're unable to recover your data, you will be eligible for **one month of service on us**.

With this, we recommend you backup your data that's on your slot.

Except for the above scenario, removing user data on your end with no system errors detected will not be compensated.

# Fair Use of Server Resources

Our services run on shared resources. As a result, it is the responsibility of the client to ensure that their activities do not negatively impact other client's experiences and are kept within acceptable limitations.

Ultra.cc may stop, without warning, any applications that are negatively affecting other clients. In extreme scenarios where clients are negatively affecting other clients, the client's slot may be suspended or terminated.

# Terms of Service

Services may not be used without agreeing to the Terms. The Terms are accepted by the customer and Ultra.cc whenever Services are ordered or paid for by the customer. The Terms are maintained independently of any other agreement between Ultra.cc and the customer. Unless otherwise agreed in writing with Ultra.cc, any secondary agreements between Ultra.cc and the customer will always include at a minimum, the Terms outlined here. If a secondary agreement between Ultra.cc and customer contradicts any attribute of Terms as outlined here, the secondary agreement shall take precedence. You may not use the services if you are not of legal age to form a binding contract with Ultra.cc, or you are barred from receiving services under the laws of India or the country in which you will be using the Services.

## General Terms of Service

1. Any content or action taken on any Ultra.cc plan is the responsibility of the client. Any actions taken out on a userspace, authorized by the client or not, will reflect on the client themselves. The user is required to follow all Terms of Service outlined here and will be referred to as "TOS" henceforth.
2. The user is responsible for ensuring their services are suitably secured as per the guidelines of our Password Policy. Ultra.cc has no liability if the user account is compromised with weak passwords or sharing of an account with friends, family or any third person.
3. The following tools/programs are prohibited to be run on any Ultra.cc plan:
  - Tor relays/exit nodes
  - Hacking tools
  - Spamming tools
  - Phishing
  - Fraudulent gateways
  - Any malicious content that could reflect poorly on Ultra.cc
  - Mining tools - Mining of any kind including XMR, Chia or any other future cryptocurrency.
  - Peer-to-peer load balancers
  - Game servers
4. All user resources must be configured with authentication. This includes any applications and prohibits the use of open directories.
5. Payments made are the responsibility of the client. Any unpaid invoices will result in the service for the said invoice being suspended, with eventual termination and deletion of all data if left unpaid. Any over-payments due to incorrect PayPal subscriptions are non-refundable. These payments will be added to the client's account as a credit to be used on future invoices.
6. Please treat staff with respect at all times. In return, we will treat clients with respect. Any client being excessively rude will risk being banned from Ultra.cc.
7. The resale of any Ultra.cc service or part thereof is strictly forbidden. Any user found to be reselling any services hosted on our slots will be immediately terminated with no refund given. This includes, but not limited to; selling access to any streaming application, hosting IPTV services on our slots or using our slots to distribute files in exchange for a payment.
8. Users are responsible for ensuring the safety of data stored on their Ultra.cc slot. Our services are not redundant and data loss can occur. We recommend backing up any important files to dedicated cloud hosts.
9. Ultra.cc reserves the right to alter prices, storage quantities, network rates, network volumes, and computational capabilities of all services at its sole discretion.
10. Users are responsible for data sent or received via the Ultra.cc infrastructure, Download, Upload and distribution of copyright data of any kind is strictly prohibited
11. We reserve the right to amend the TOS outlined here at any point in time, continued use of our services is dependent on the client following all these terms.

# Account and Slot Responsibilities

It is the responsibility of the client to ensure the information kept on their slot is backed up and secure at all times. We strongly suggest backing important information up to an external cloud location; we are an apps hosting provider, not a storage provider. Drive failure can happen and we are unable to guarantee the information will be recovered. Ultra.cc shall never be held liable for failure to recover data in the event of any sort of failure, and shall never be held accountable financially or otherwise for loss of data.

We also recommend using unique, secure passwords to be set for UCP, customer portal, SSH and all apps. Users should refer to our Password Policy. Any applications or content on our services that are not in line with our TOS will be considered a violation of our TOS, regardless of if an account was compromised.

## Sharing and Reselling

Allowing public access to our services is forbidden. This includes public http directories, hosting video streams or hosting public services. Any client found allowing public access to any services will be asked to stop, failure to comply will result in account termination.

Reselling of any aspect of our services is strictly forbidden. Any client found to be accepting money or other payments in exchange for any sort of access to our services will be immediately terminated and ineligible for a refund.

## Fair Usage

Our services run on shared resources, as a result, it is the responsibility of the client to ensure that their activities do not negatively impact other client's experiences. All Clients must ensure that their resource consumption is within acceptable limitations. Ultra.cc may stop, without warning, any applications that are negatively affecting other clients and has every right to regain control of the abused resource from users without prior notice. In extreme scenarios, the client's slot may be suspended or terminated as the backbone of this policy is that everyone has a positive experience.

Ultra.cc will not be liable nor responsible for any customer/user loss out of this arrangement, and there will not be any refund of customer paid fee. Users of all Ultra.cc services agree not to interfere with other users in an unfair or malicious manner such that other users are not able to receive the due level of services.

## Forbidden Content

The following content is strictly forbidden:

- Tor relays and/or exit nodes
- Child pornography
- IPTV hosting or sharing
- VOD (Video on Demand) hosting services of any kind
- Kodi add-ons and repositories
- Publicly hosted files
- Any hacking tools

- Copyrighted content

# Payments

Our billing procedure is structured to ensure that you must have adequate time to pay your invoices, which are sent 10 days prior to the due date of the service with an invoice reminder sent 3 days prior. A service with an unpaid invoice after midnight on the due date will be suspended, then reminders will be sent out on the 1st, 2nd and 5th day. With further course of action the slot will be terminated and all data will be deleted permanently after midnight of the 5th day if the invoice remains unpaid. Any payments past 5th day will result in a new slot being created, which is not ineligible for our refund policy.

# Refunds

Our Refund Policy is in place as a means to test our service, must check out here: [Refund Policy](#)

# Chargebacks and Disputes.

Ultra.cc Accounting reserves the right to disclose any held information referenced in our [Data Handling Policies](#) and WHMCS to our payment processors in response to chargebacks and unfair disputes. When opening a service with us, you agree to contact us first regarding any issues. The use of a dispute or a chargeback with any payment processor to forcibly revoke funding from us is considered a violation of our Terms of Service.

# Cancellations

All clients are entitled to cancel their service at any point in time. Cancellation request option is available at the Client Portal. We offer “Immediate” and “At the end of the billing period” cancellations. With immediate cancellation, the slot will be terminated and wiped shortly with no guarantee that any data will be recoverable. Removal of cancellation requests is possible by contacting us through our ticket system.

# Subscriptions and Overpayments

This section declares and represents in our [Refund Policy](#), and the client agrees to it.

# Privacy

The customer understands and agrees to the [Privacy Policy](#) provided by Ultra.cc.



# Failure to Pay

Ultra.cc retains the right to remove or retain the content stored on Ultra.cc servers in the event of nonpayment for the services.

# Software & Service Updates

Any software provided with the Services may be updated or altered at any time. These changes are often to improve the quality of the Services and fix problems. You agree to receive such updates.

# Common Carrier

Ultra.cc and customer agree that Ultra.cc is solely acting as a common carrier in its capacity of providing services. The customer agrees that they are the publisher of any material or information and responsible for it adhering to the Terms. The content distributed by customer is in no way reflective of Ultra.cc. Ultra.cc does not filter or inspect the content distributed by the customer using our, as outlined in our Privacy Policy. All material stored or distributed by the customer is considered publicly accessible. Ultra.cc's distribution of content provided by customer does not express or implies approval of material by Ultra.cc, nor does it confirm that the material is in compliance with the Terms.

# Notices

Any notice under these Terms may be e-mailed, delivered personally or to such other places as the parties may designate in writing.

# Miscellaneous

This section includes legal terms and conditions declared by Ultra.cc

# Proprietary Rights

Ultra.cc owns all legal rights, title and interest in and to the Services, including any intellectual property rights which subsist in the services (whether those rights happen to be registered or not, and wherever in the world those rights may exist).

# Compliance with Law

Through this agreement, Client accepts full responsibility and accountability for all the content stored on, downloaded to, or distributed from their Services with legal rights.

# Content License

The customer retains copyright and all other rights they already hold in content which is stored on, or distributed through Services provided by Ultra.cc. By storing or distributing content through Services, you give Ultra.cc a perpetual, irrevocable, worldwide and royalty-free, and non-exclusive license to reproduce, adapt, modify, translate, publish, and publicly perform, publicly display and distribute said content using services. The customer agrees that this license includes a right for Ultra.cc to make such content available to other companies, organizations or individuals with whom Ultra.cc has relationships for the provision of syndicated services, and to use such content in connection with the provision of those services. You understand that Ultra.cc, in performing the required technical steps to provide the Services to our users, may: a) transmit or distribute your content over various public networks and in various media b) make such changes to your content as are necessary to conform and adapt that content to the technical requirements of connecting networks, devices, services or media. You agree that this license shall permit Ultra.cc to take these actions. You confirm and warrant to Ultra.cc that you have all the rights, power and authority necessary to grant the above license. Ultra.cc

## Limitation of Liability

Ultra.cc is not liable for protection or privacy of any content transmitted through the Internet or any other network provider, or services the customer may use.

## Indemnity

Customer agrees to defend, indemnify and hold Ultra.cc harmless from and against any and all claims, obligations, losses, liabilities and expenses (including reasonable attorneys' fees and costs) incurred by Ultra.cc arising from or due to claims made by third parties (including customers of the customer) for their actions.

## Force Majeure

Ultra.cc shall not be liable to customer for any failure of performance under these Terms due to any cause or causes including, but not limited to strikes, riots, vandalism, fires, inclement weather, third-party provider outages, cable cuts, power crisis shortages, acts of terrorism, and or uncontrollable acts of God, or other similar occurrences; any law, order, regulation, direction, action or request of the Indian government or of any other government (including provincial and local governmental agency, department, commission, court, bureau, corporation or other instrumentality of any one or more of said governments) or of any civil or military authority; national emergencies, insurrections, riots, wars; or strikes, lockouts, or work stoppages or other labor difficulties; failures, shortages, breaches or delays.

## Nondisclosure

Ultra.cc and the customer shall use their best efforts to keep the provisions (including price) of all agreements from the public, competitors, or others who may gain benefit from such knowledge unless required by law to divulge such information to regulatory authorities or unless required in connection with enforcing that party's rights hereunder.

## Relationship of the Parties

The parties intend that an independent contractor relationship will be created by these Terms, and that no additional partnership, joint venture or employee/employer relationship is intended – unless otherwise specific in

a separate agreement.

## Waiver

Any party's failure to insist on compliance or enforcement of any provision of these Terms shall not affect its validity or enforceability or constitute a waiver of future enforcement of that provision or of any other provision of these Terms.

## Attorneys' Fees

If a legal proceeding is commenced to enforce or obtain a declaration of rights under this Terms, the prevailing party in such proceeding shall be entitled to recover its reasonable attorneys' fees and costs incurred in the proceeding from the non-prevailing party, as well as any reasonable attorneys' fees and costs that the prevailing party incurred prior to commencing the proceeding.

## Questions

Questions about the Terms Of Service? [Contact us](#).

# DISCLAIMER OF WARRANTIES

***SERVICES PROVIDED BY ULTRA.CC ARE PROVIDED ON AN "AS IS, AS AVAILABLE" BASIS. ULTRA.CC SPECIFICALLY DISCLAIMS ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL ULTRA.CC BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL OR INCIDENTAL DAMAGES, EVEN IF ULTRA.CC HAS BEEN ADVISED BY THE CUSTOMER OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE. IF ULTRA.CC SERVICE TO THE CUSTOMER IS DISRUPTED OR MALFUNCTIONS FOR ANY REASON, ULTRA.CC SHALL NOT BE RESPONSIBLE FOR ANY LOSSES OF INCOME DUE TO DISRUPTION OF SERVICE DURING THE PERIOD OF DISRUPTION OF MALFUNCTION.***

# Ultra.cc Subprocessors and Cookies

Ultra.cc provides a great deal of transparency regarding how we collect, store, process, and share your data. We provide this page, which details our subprocessors, how we use cookies, and tracking methods to improve our services.

When we share your information with third-party subprocessors, we remain responsible for it. We work very hard to maintain your trust when we bring on new vendors; we require them to enter into data protection agreements that restrict their processing of Users' Personal Information (as defined in the Privacy Statement).

| Company             | Description  |
|---------------------|--|
| Hetzner             | Website Hosting Provider                           |
| Amazon Web Services | Email Service Provider                             |
| Google Workspaces   | Customer ticketing mail service provider           |
| Sentry.io           | Application monitoring provider                    |
| JIRA                | Team collaboration and project management platform |
| PayPal              | Payment Provider                                   |
| Coinbase            | Cryptocurrency Payment provider                    |
| YISP                | Server's network and rack space provider           |
| NovoServe           | Server's network and rack space provider           |

When we bring on a new subprocessor who handles our Users' Personal Information or remove a subprocessor or change how we use a subprocessor, we will update this page.

## Cookie Policy

This section of the policy explains the cookies that we use on our services to ensure a consistent and effective user experience and a secure environment.

We use cookies of both type Session & persistent cookies,

- **Session cookies** remain in your browser during your browser session only, i.e., until you leave the website.
- **Persistent cookies** last beyond the current session and are used for many purposes, such as recognizing you as an existing user and will remain valid until its set expiry date, unless deleted by the user before the expiry date.

These cookies are further classified into the following categories:

- Strictly Necessary & Security

- These cookies are essential for websites on our platforms to perform their basic functions and not be disabled. We also use them to make your interactions with our Services faster, more reliable, and avoid attacks such as cross-site scripting.
- Performance & Analytics
  - These cookies allow us to count visitors and traffic sources to evaluate and enhance our site's performance. They help us understand the most and least prominent pages and see how visitors move around the website. All information obtained by these cookies is aggregated and hence Anonymous. With these, the quality of our services is calculated and evaluated.

## Strictly Necessary & Security Cookies

- `__cfduid`
  - This cookie is associated with the use of CloudFlare to recognize trusted web traffic and to speed up page load times. It does not contain any information on user identity. It also overrides any security restrictions based on the IP address from which the visitor derives.
- `WHMCSAutoRefresh`
  - It automatically refreshes your client area session and keeps you logged in until you close your tab to make your user experience better.
- `WHMCSFD`
  - Our control panel uses this cookie to allow the Session variables to be stored on the webserver. These cookies are essential for the functioning of our website's client area. This is a session cookie that is lost when the browser is closed.
- `csrftoken`
  - This cookie sets on our Control Panel developed on Django and helped to protect against Cross-Site Request Forgery protection, which is an attack that makes your browser submit a form that you haven't requested.
- `sessionid`
  - It is used for identification of a user session on the Control Panel, having the HTTPOnly flag to strictly prohibit any attempt to access it with any client script.
- `bookstack-session`
  - Used to store track sessions, remember logins on our Documentation site based on Bookstack (however, login part is unavailable for clients).
- `XSRF-TOKEN`
  - Same as the `csrftoken`, used as protection against Cross-Site Request Forgery (XSS) attacks on our Documentation Site.

## Performance & Analytics

- `_ga`, `_gat_gtag`, and `_gid`
  - These cookies are associated with Google Universal Analytics, which is used to identify specific users by assigning a randomly generated number as a client identifier and throttle the request rate. These are used to evaluate visitor, session, and campaign data for analytics reports.
- `_utma`, `_utmb`, `_utmc`, `_utmt`, and `_utmz`
  - These cookies are set by the Google Analytics service, which helps us understand how visitors interact with our websites, creating a better experience for our visitors. They are used for features, such as determining new sessions and visits and distinguishing between users and sessions.

# Username Policy

Usernames at Ultra.cc are available on a first-come, first-served basis and intended for immediate use. It is possible to have the same username for multiple slots that you rent at Ultra.cc.

If another user has already used the username you prefer, consider other names or unique variations. Using a number, hyphen, or an alternative spelling might help you identify a desirable username still available.

We also have a system in place to check your usernames against a list of vulnerable usernames and to pause deployment of your slot when detected. Ultra.cc reserves the right to ask customers to change their usernames for the website or slots for any intended reason.

Ultra.cc also recycles the unused account usernames every six months. If we find any unused account usernames in our system, those usernames will be available to anyone.

# Name Squatting Policy

Ultra.cc prohibits account name squatting, and account names may not be reserved or inactive for future use. Accounts violating this name squatting policy may be removed or renamed without notice. Any attempt to sell, buy or solicit other forms of payment in exchange for account names is prohibited and may result in permanent account suspension.

OR

Ultra.cc restricts account name hunching down, and account names may not be saved or idly held for some time later. Records abusing this name crouching strategy might be eliminated or renamed without notice. Endeavors to sell, purchase, or request different installments in return for account names are disallowed and may bring about perpetual record suspension.