

VPS Server Terms

Extra terms for unmanaged and managed virtual private servers.

Service terms Version 1.0 Effective 20 October 2026 Last updated 20 October 2026

In short

- Unmanaged: you run the server and everything on it.
- Managed: we look after the operating system, security updates, monitoring and backups. Your own app stays yours.
- You choose the location; if it's outside Australia, your server's data is stored in that country.
- Servers are created automatically within minutes of payment.

This summary helps you find your way. The full text below is what applies.

These terms add to our Terms of Service for VPS servers. If they conflict with the Terms of Service, these terms apply to VPS servers.

1. The service

- 1.1 A virtual private server with the size you choose (processors, memory, storage and monthly traffic) as shown on our VPS pages when you order, running on cloud infrastructure provided by our upstream partners.
- 1.2 Servers are created automatically, normally within minutes of your first payment.
- 1.3 You choose the operating system or one-click app. Third-party software keeps its own licence terms.

2. Location and your data

- 2.1 You choose the location when you order. Your server and the data on it are stored in that location.
- 2.2 If you choose a location outside Australia, the data on that server is stored in that country and is subject to its laws. You're responsible for making sure that's suitable for what you store.
- 2.3 We can't move a running server to another location; we can help you set up a new one and move your data.

3. Logging in

- 3.1 You choose a password login (we create a strong password, show it to you once in the client area, and you must change it at first login) or your own SSH key.
- 3.2 Keep your login details safe. We don't keep a copy of passwords we create.

4. Unmanaged servers

- 4.1 You have full control of the server and you're responsible for everything on it: software, security, updates, firewall, backups beyond those included, and how it's used.
- 4.2 We provide the infrastructure, network and power, and help with problems on our side. Help with your software is available as a paid server setup or under a quote.

5. Managed servers

- 5.1 We set up and harden the operating system, apply security updates, monitor the server around the clock, keep daily backups and help install your software stack.
- 5.2 Managed servers run one of the operating systems we support for management. Some one-click apps can't be used on managed servers.
- 5.3 Your application code, content and data, and changes you make yourself, stay your responsibility unless a quote says otherwise.
- 5.4 We may need to restart your server to apply security updates. We'll do it outside business hours where practical and tell you about planned restarts.
- 5.5 We keep administrator access to managed servers so we can manage them. Don't remove it.

6. Backups

- 6.1 Unmanaged servers are backed up automatically once a week; the daily backups add-on makes it daily. Managed servers are backed up daily. Details are in our Backup Policy.
- 6.2 Backups are a safety net. Keep your own copies of anything important.

7. IP addresses, resizing and ending

- 7.1 IP addresses are assigned to your server while it's active and stay ours. Extra IPv4 addresses are available as an add-on.
- 7.2 You can move to a bigger size at any time; the server restarts once. Moving to a smaller size isn't possible because storage can't shrink; we can help you move to a new server.
- 7.3 When a server is cancelled we take a final snapshot, keep it for 14 days in case you need it, then delete it. After that the server and its data can't be recovered.

8. Acceptable use

- 8.1 Our Acceptable Use Policy applies, including the ban on cryptocurrency mining and on services that attack or spam others. A server that harms others may be isolated or have its traffic limited until it's fixed.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

Questions about this document? Email hello@pricehq.tech. PriceHQ, Australia.