

Web and WordPress Hosting Terms

Extra terms for cPanel web hosting and WordPress hosting plans.

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

In short

- Your plan's limits (websites, storage, email accounts, databases and traffic) are as shown when you order.
- Hosting is in Sydney, Australia, on shared servers with fair-use limits.
- WordPress plans come with WordPress installed; keeping your site, themes and plugins updated is up to you unless you add WordPress care.
- Daily backups are included, but keep your own copy too.

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

These terms add to our Terms of Service for web hosting and WordPress hosting plans. If they conflict with the Terms of Service, these terms apply to hosting.

1. The service

- 1.1 A cPanel hosting account on our servers in Sydney, Australia, with the limits of the plan you choose (websites, storage, email accounts, databases and monthly traffic) as shown on our web hosting and WordPress hosting pages when you order.
- 1.2 Each plan includes free SSL certificates (renewed automatically while your domain points to us), daily backups, malware scanning, one-click app installs and the control panel tools listed for the plan.
- 1.3 On WordPress plans, we install WordPress for you after the account is created and provide WP Toolkit. WordPress, its themes and plugins are third-party software.

2. Fair use and limits

- 2.1 Servers are shared, so each account has CPU, memory, process and file limits, as described in our Acceptable Use Policy. If a site regularly hits them, we'll suggest an upgrade or a VPS before changing anything.
- 2.2 If you go over your storage or traffic, your site may slow or stop until you upgrade or reduce usage. We'll warn you by email where we can.
- 2.3 Outgoing email is limited to 100 messages an hour per account.

3. Your responsibilities

- 3.1 Your website's code, content, themes, plugins and data are your responsibility, including keeping them updated and secure, unless you've added WordPress care.
- 3.2 You're responsible for your domain name, its renewal and its DNS settings, unless you've registered it with us once domain services launch.
- 3.3 If your site is hacked, we may suspend it to protect other customers until it's cleaned. You can clean it yourself, restore a backup, or ask us for a malware cleanup.

4. Backups

- 4.1 Backups are made daily and kept as set out in our Backup Policy. You can restore files, databases and email from the control panel.
- 4.2 Backups are a safety net. Keep your own copies of anything important.

5. Migration

- 5.1 Plans with included migrations come with free moves from another host, as described in our Migration Terms terms.

6. Changes to our platform

- 6.1 We may update the server software (for example PHP versions or the control panel) for security and performance. We'll give notice of changes that may affect your site, and keep older PHP versions available for a reasonable time where we can.

Version history

VERSION	DATE	WHAT CHANGED
1.0	20 October 2026	First published.

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