

My account was not paid and was terminated, now all my files are gone

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FAQ Article Print

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Keywords

terminated, non-payment, billing

Symptom (public)

Problem (public)

My account was not paid and was terminated, now all my files are gone. Why did you remove all my content? restore it please.

Solution (public)

With all due respect, if you do not pay your account you cannot expect us to foot the bill of storing your content indefinitely.

Please see our [1]TOS section 15. This clearly states when reminders are sent, in total 5. After this, content is deleted permanently.

Please also see our [2]TOS section 14 which explains our disaster recovery backups and our offsite backup service option.

We're sorry for your loss, but you will need to re-upload your content once you have paid your account and any late fees accrued.

[1] https://service.iitsp.com/tos.html#section_15

[2] https://service.iitsp.com/tos.html#section_14