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(mt)


DV VPS HOSTING

Reliable, scalable VPS
hosting with 24/7 support.


GET STARTED

WHY IS MY ACCOUNT SUSPENDED?

 DV and VPS Hosting

 Grid Hosting

 DV Developer Hosting

 Managed WordPress

 Legacy DV Hosting

APPLIES TO: ALL SERVICE TYPES

Difficulty: Easy

Time Needed: 10

Tools Required: Account Center access

OVERVIEW

Accounts can be suspended for various reasons. This article provides the most common reasons for suspension and what can be done to resolve.

TIP:

For billing or account-related assistance, you may contact us via [chat](#), [support request](#), or telephone at [310-841-5500](#). Our Support team is available 24/7/365 to assist you.

HOW TO KNOW IF YOUR ACCOUNT IS SUSPENDED

In order to find out if an account is suspended, log into your Account Center. A message like the one below indicates that the account is suspended.

Your account has been suspended for non-payment

Your account was suspended on Thursday December 11, 2014, due to an outstanding balance of \$200.00.

The account will be closed in 30 day(s) on Sunday January 11, 2015, and at that time our system will automatically delete any data for all services associated with the account.

If you wish to restore your account and any attached services, please [make a payment](#) promptly. Please be aware that all of your (mt) Media Temple services will remain suspended until your payment has been processed.

If you believe this suspension has been made in error please [contact us](#) immediately.

[MAKE A PAYMENT](#)

[VIEW BILLING PAGE](#)

[CONTACT SUPPORT](#)

NOTE:

This message may not directly specify the reason for suspension. If so, please look through your support request history or contact Customer Support for further information.

REASONS FOR SUSPENSION

Reasons for suspension include, but are not limited to:

- An overdue balance.
- A request to close has been processed on the account.
- A request from our Abuse Department.
- Trademark/copyright infringement.
- A chargeback being processed on the account.

Overdue Balance

A (mt) Media Temple account is suspended for an overdue balance when payment has not been received within 10 days of the payment date. All charges are to be considered due once posted, unless otherwise noted in the account terms. An account suspend notice will be sent to the account owner prior to suspension. If the overdue balance is not paid within 30 days of the suspension, then the account will be closed and all data deleted.

How to resolve

(mt) Media Temple must receive full payment in order to restore an account that has been suspended for an overdue balance. Payment can be completed through the Account Center or over the phone at [\(877\) 578-4000](tel:8775784000). Once a payment is received, the account will be automatically restored within 10-15 minutes of being made current.

Request to Close

A (mt) Media Temple account is suspended because of a request to close once the selected closure date has been reached. The suspension occurs on the morning of the close date to ensure that no further charges will be posted to the account while the request to close is processed. All contacts on the account will be notified when a request to close is submitted and when it has been processed.

How to resolve

If you wish to cancel the closure of your account, please contact Customer Support as soon as possible via [chat or phone](#). Please once the account has reached suspension, there is no guarantee that this process can be successfully cancelled.

Abuse

In the event that your account has been identified by our Abuse Department as violating our [Acceptable Usage Policy](#), you will be notified via support request prior to suspension. Some common causes of this would be:

- Hosting a phishing site
- Spamming
- Exceeding outbound sending limits for email on the Grid
- Attacking other servers or websites
- Misuse of system resources

NOTE:

If your site has been exploited or hacked, your account will also be subject to suspension.

How to resolve

Resolving an abuse situation depends on the nature of the issue. Additional information will be provided to you via support request.

Trademark/Copyright Infringement (DMCA)

It is our policy to respond to all notices of alleged copyright infringement. Our response to these notices may include removing or disabling access to material claimed to be the subject of infringing activity and/or terminating subscribers. If

we remove or disable access in response to such a notice, we will make a good-faith attempt to contact the owner or administrator of the affected site so that they may make a counter notification if desired.

NOTE:

You will receive a notification requesting removal of the infringing content within 48 hours. If you do not remove the content, we will disable it for you. Failure to comply with DMCA notification can result in account suspension or termination. For more information regarding (mt) Media Temple's DMCA policy, please refer to our [Terms of Service](#).

How to resolve

If an account is suspended due to a DMCA violation, the infringing content will need to be removed or disabled before service can be restored. A support request will be sent to you with additional information.

Chargeback

A chargeback is a reversal of funds which is initiated by the cardholder with their banking institution. As soon as (mt) Media Temple receives a chargeback notification, the account in question is suspended and a \$25.00 fee will be added to the account. The account owner will receive notification of a chargeback via support request and services will not resume until (mt) Media Temple receives the required documentation.

How to resolve a Chargeback

IN ORDER TO REINSTATE YOUR SERVICE, YOU ARE REQUIRED TO COMPLETE ONE OF THE TWO OPTIONS LISTED BELOW. PLEASE NOTE THAT NONE OF THE REQUIREMENTS CONTAINED HEREIN ARE NEGOTIABLE. UNTIL SUCH TIME AS YOU HAVE FULLY COMPLIED WITH EITHER OPTION A OR OPTION B, YOUR SERVICES WILL REMAIN SUSPENDED.

1. OPTION A: Chargeback Reversal

- Contact the card provider to reverse the chargeback. In some cases the card provider will provide you with a 'Transaction ID' number for reversal.
- Email or fax the following items to 'chargebacks@mediatemple.net' or [\(310\) 878-0522](#):
 1. The 'Transaction ID' number for reversal.
 2. A copy of the cardholder's government-issued photo identification
 3. A SIGNED document, on your company letterhead, authorizing (mt) Media Temple to 'collect current and future charges from the card. Please indicate card type and last 4 digits of the card.

2. OPTION B: Payment of Chargeback fee and reauthorization of credit card.

- Add a new credit/debit card to your (mt) Media Temple account, to be used for current and future payments on your account.
- Pay the total amount in dispute, plus a (mt) Media Temple assessed \$25.00 chargeback fee, per chargeback.
- Email or fax the following items to 'chargebacks@mediatemple.net' or [\(310\) 878-0522](#):

1. A copy of the cardholder's government-issued photo identification
2. A SIGNED document, on your company letterhead, authorizing (mt) Media Temple to 'collect current and future charges from the new card. Please indicate card type and last 4 digits of the card.

Once we receive your documents, we will review the information and act accordingly. All chargeback reinstatement requests are handled in order in which received. Generally, if you've followed the instructions outlined above, your reinstatement request should take no more than 24 business hours for us to process. Please note that if your submission lacks any of the required information, your request will face a delay in processing. We will provide you an update concerning your account's status, via support request, when we have completed the review of your submission.

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