

Frequently Asked Questions (FAQ)

Are any BitTorrent trackers disallowed?

No, The only type of tracker we restrict is seeding to public ones. We ask you limit your public torrents to a ratio of 2. You can see how to do this on your respective clients here: [Deluge](#), [ruTorrent](#) and [Transmission](#).

The download is unthrottled, so you are free to download as much from public trackers as you wish.

Do you offer any trials?

We do not offer any trials, however if the service is not up to your standards, we will give you a pro rated refund within your first 7 days.

Where are your servers located?

Our servers are located in the Netherlands in the following data centers:

1. YISP
2. NovoServe

Can other users see my data?

Other users cannot see your data. They are all locked to their own user folders and cannot access anyone else.

Do I get root? Can I install my own software?

Users are not provided with root. However, you may install and run any programs in your userspace/Home directory via your slot's [shell access](#), providing they do not abuse server resources.

Do you keep any logs of any kind?

We do not log anything that is not necessary. Anything that is necessary to be logged are wiped

every 12 hours.

How can I upgrade/downgrade my slot?

Simply put in a ticket [here](#) and ask for the team to upgrade or downgrade your plan to which ever you wish. If you want data to be transferred, please ask the team to do so. They will be more than happy to! The data will be placed into a folder called "transfer" in your new slot. It is up to you to move this data to where ever you wish it to be.

Can I change the username of my slot?

Unfortunately you cannot change the username of your slot. You may get a new slot with your username and ask us to move your files from your old slot to your new one.

Can I change the currency on my account?

No, this is not possible for technical reasons. If you wish to change your currency, you will need register a new account.

Why is my slot suspended?

This is almost always due to a late payment.

10 days before your due, you will be receiving an email with your invoice. Failure to pay on time will lead to the suspension of your slot. After this, you have 7 days to pay your overdue invoices after which it gets automatically purged from our systems if not paid after that.

Can I make a late payment?

Just pay the invoice as you normally would. After you have paid your invoice, your slot will be automatically reactivated within an hour.

If, for any reason you cannot pay your invoice on time, simply put in a ticket to request for an extension. This is given on a case-to-case basis.

What is counted towards upload traffic?

The following are not counted towards your allocated upload bandwidth

- FTP
- Media Centers such as Plex, Emby and Jellyfin

Other traffic such as rclone, JDownloader and torrent seeding is counted towards your quota.

When does my traffic usage reset?

Your traffic will reset every month on the day you signed up. This date is shown to you in your User Control Panel.

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