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22 Feb 2014 1:49 am

Server Connectivity Issues – Resolved

Posted In: [Outage](#) — Feb 22nd, 2014 at 1:49 am EST by IX: Kristopher G.

Incident Description:

We have recently detected an issue that affects all customers on CP7 and CP9 through CP11. There are also issues for some using our webmail program. These servers are currently unable to connect to storage which results in them being down for all customers. We have identified this as a networking issue between our virtual environments and the storage environments and have our engineers working to fix it as soon as possible. [Please see updates for a list of servers that have come online.](#)

Which Customers are Impacted?

All customers on CP 7 and CP9 - CP11 and some users trying to use webmail.

How are Customers Impacted?

All mail and domains will be inaccessible and webmail may not work.

How often will we be updated?

As often as possible.

Time to Resolution (ETA)

Unknown due to some servers experiencing an OS-forced file system check on reboot. Current status may be found in the Incident Updates below.

Incident Updates

- **2014/02/22 01:48 AM EST** - Our administrators are currently investigating issue.
- **2014/02/22 03:25 AM EST** - No new information at this time. Our system administration team is still investigating
- **2014/02/22 04:55 AM EST** - We found an issue with the switch that connected the

storage for all of these servers. That issue has been fixed but after this we found many of the servers went into read only mode. Our administrators are working to get each server out of read only. Here is a list of servers that are currently still down because of this. CP

7 is entirely back up at this time.

- **2014/02/22 05:55 AM EST-** Below is an updated list of all CP9-11 servers and their status.

- CP 9 Online
 - Mail903
 - Mail906
 - Mail910
 - Mail913
 - Mail915
 - Mail917
 - Mysql901 mysql911
 - Mysql912-mysql917
 - Mysql919-mysql920
 - Pgsq1901-pgsq1902
 - Sstudio9
 - Web903
 - Web908
 - Web911
 - Web9113-web914
 - Web918
 - Web922-web924
 - Web927-web928
 - Web931-web935
 - Web937-web939
 - Web943
 - Web946-web947
 - Mail903
 - Mail908
 - Mail910-mail915
 - Mail917
- CP 10- Online
 - Web1001-web1013
 - Web1015-web1027
 - Web1029-web1030
 - Mail1001-mail1006
 - Mail1008-mail1012
 - Mail1014-mail1018
 - Mysql1001-mysql1008
 - Mysql101-mysql1017
 - Mail1016-mail1017
- CP11- Online
 - Mail1101-mail1107
 - Mail1109-mail1110
 - Mysql1101-mysql1125
 - Pgsq1101

- **2014/02/22 06:20 AM EST-** The following servers are also back online at this time. All MySQL servers are back up for all CPs.

- mysql909-mysql910
- mail902
- mail909
- mail916
- web1014

mysql1126

- **2014/02/22 07:35 AM EST-** The following servers are also back online at this time.

- web901
- web916
- web925
- web929
- mail904-mail905
- mail918-mail920
- web1009
- web1014
- web1007
- pgsql1001-pgsql1002
- mail1108
- mail1111-mail1125

- **2014/02/22 08:22 AM EST-** The following servers are back online at this time

- web902
- web906-web907
- web909-web910
- web912
- web915
- web917
- web926
- web919-web921
- web930
- web940-web941
- web944-web945
- web948
- mail1013
- web1105-web1106
- web1113
- web1119

- **2014/02/22 09:10 AM EST-** The following servers are back online at this time. Also, all CP 10 and mail servers are back online.

- web904
- web943
- mail907
- web1010
- web1028
- web1101
- web1104
- web1107

- **2014/02/22 11:00 AM EST-** The following servers are back online at this time.

- web936
- web1102- web1103
- web1131

- **2014/02/22 12:46 PM EST-** The following servers are back online at this time

- web905
- web1108
- web1109
- web1120

- **2014/02/22 1:05 PM EST-** web1128 is back online

- **2014/02/22 2:58 PM EST-** The following servers are back online:

- web1110
- web1111

- web1112
- web1114
- web1115
- web1116
- web1117
- web1118
- web1121
- web1125
- web1127
- web1128
- web1129
- web1135
- web1139
- web1140
- **2014/02/22 4:00 PM EST-** The following servers are back online:
 - web1122
 - web1123
 - web1124
 - web1126
 - web1132
 - web1134
 - web1138
- **2014/02/22 4:10 PM EST-** The following servers are back online:
 - web1130
 - web1133
 - web1137

Resolution Description

All affected servers are back online. If you are still experiencing any issues with your websites, please don't hesitate to contact us via live chat or phone to troubleshoot.

posted in [Outage](#) by IX: Kristopher G.

Follow comments via the [RSS Feed](#) | [Leave a comment](#)

79 Comments to "Server Connectivity Issues – Resolved"

[waseem aadil](#) says:

Sat, February 22nd, 2014

Any Updates.

[Link](#) | Posted at 3:39 am EST

Mohammed says:

Sat, February 22nd, 2014

Whats update .Its more than 3 hours now? Is this part of your 99.9% Uptime Guarantee?

[Link](#) | Posted at 3:41 am EST

[Disco Matt](#) says:

Sat, February 22nd, 2014

Cannot create a ticket, Hosting ID classified unnamed, have been in a live chat queue for nearly an hour now. See another server has gone down. What is going on at IX Web Hosting??? One problem after the next lately. Getting incredibly frustrated with your service.

[Link](#) | Posted at 3:59 am EST

[CBShukla](#) says:

Sat, February 22nd, 2014

Only 80% up time in year, why is it so ??????????

[Link](#) | Posted at 4:03 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

@ Waseem and Mohammed- We are working on an update now. I am sorry for the delay.

@ Disco- I am very sorry for your frustrations. We have resolved the issues with ticket creation and you should be able to do that again at this time.

[Link](#) | Posted at 4:14 am EST

[Naresh](#) says:

Sat, February 22nd, 2014

we are unable to send or receive any mails. What is the issue, pls check and let me know.

Your status blog showing that one after another server is going down.

Whats happening there.

IS MY DATA AND MAILS SAFE ????

[Link](#) | Posted at 4:18 am EST

[mohan](#) says:

Sat, February 22nd, 2014

what frustrating thing is this neither i am able raise the ticket, neither mail hosting is working nor the database server is working

[Link](#) | Posted at 4:23 am EST

[mohamed](#) says:

Sat, February 22nd, 2014

More than 3 hours and did not solve the problem, we are a more problems because of this disruption email

[Link](#) | Posted at 4:35 am EST

[Jaspreet Singh](#) says:

Sat, February 22nd, 2014

How much you will take, even there is a confusion in your support team sometimes they said CP 9 and CP7 for our hosting.

Please give us some solution

[Buddika](#) says:

Sat, February 22nd, 2014

Our E-mail are not working, Please give me a update..!

[Link](#) | Posted at 4:49 am EST

[waseem aadil](#) says:

Sat, February 22nd, 2014

Is this what you call 99.9% up-time. And can u please update the post to let us know how much more time will it take. this is ridiculous.

[Link](#) | Posted at 4:49 am EST

[DarkSynopsis](#) says:

Sat, February 22nd, 2014

Nearly made a support ticket when I discovered my site was not working but checked here and found out it was a known issues so figured I don't need to.

Anyways, I can access my sites again but the MYSQL Database still appears to be down so they all just throwing up errors.

[Link](#) | Posted at 4:51 am EST

[Nadja von Massow](#) says:

Sat, February 22nd, 2014

Live chat has almost 200 people in the queue. Nice! Very discouraging. Please update a.s.a.p., guys.

[Link](#) | Posted at 4:53 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hello Everyone,

This blog has been updated with a list of servers still experiencing issues. Impacted servers are individual web, mail and database servers.

[Link](#) | Posted at 4:56 am EST

[Jaspreet Singh](#) says:

Sat, February 22nd, 2014

Seems that Cpanel is accessible now but website is still down

[Link](#) | Posted at 4:56 am EST

[Jaspreet Singh](#) says:

Sat, February 22nd, 2014

What the hell is this, how much more it will take now

[Link](#) | Posted at 5:21 am EST

IX: Antonio S. says:

Sat, February 22nd, 2014

Hello Jaspreet Singh,

Our Administrators are still currently working to get all the accounts back up. We apologize for the inconvenience.

[Link](#) | Posted at 5:34 am EST

[CBSShukla](#) says:

Sat, February 22nd, 2014

Hello Antonio S,

The only thing that I need to know , How much time it will take to run all my website
????????????????????????????????

[Link](#) | Posted at 5:41 am EST

mohan says:

Sat, February 22nd, 2014

How much time it will take to solve then problem

[Link](#) | Posted at 5:43 am EST

IX: Antonio S. says:

Sat, February 22nd, 2014

Hello Mohan and CBSShukla,

Our Administrators are currently working on getting accounts back up once we have an ETA we will update the blog post.

[Link](#) | Posted at 5:49 am EST

[Nitin](#) says:

Sat, February 22nd, 2014

its been more than 6 hours ...servers are down. around 200 people are sitting idle in office more than 1200 hours man power is wasted because of your company..... I think ur company must understand importance of mail in corporate world.....

reply how much time it will take to resolve server issue ????

[Link](#) | Posted at 5:54 am EST

[Hazem Matouk](#) says:

Sat, February 22nd, 2014

since more than four hours, and the problem still,
can you provide us with the deadline to fix this problem?

[Link](#) | Posted at 6:10 am EST

[Nigel Pyne](#) says:

Sat, February 22nd, 2014

I am a network engineer by trade and work on LAN and SAN within Data Centres. There is no way that

this should have happened in the first place if your network was implemented correctly. You state that you found an issue with the switch connecting the servers to the storage. Any SAN should be designed with redundant switches so that if there is an issue with one then it's not a problem. Your explanation is insufficient. Do you really have all servers connecting to storage through one switch? That would be ludicrous.

This is a major, major concern and for a hosting company pretty unforgivable. The fact it's taking so long to resolve is also incredibly disconcerting. This incident has certainly shaken my trust in you as a hosting company.

[Link](#) | Posted at 6:19 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

@ Nitin and Hazem- We currently do not have an exact ETA for all servers as they are being brought online individually. As they come back online we will continue to add them to the update section of this blog.

[Link](#) | Posted at 6:24 am EST

[CBSShukla](#) says:

Sat, February 22nd, 2014

What is this nonsense, from last 7 hours ????????

I clients going to kill me.

[Link](#) | Posted at 6:44 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

@Nigel, I am sorry for the delay in an answer for you. I was gathering additional information.

We have 2 independent stacks and redundancy is achieved by bonding over them. In our case, the bond is over two lines, one of which stopped forwarding frames, but the link was still up so the bonding process didn't do a switch over. We don't know why it did that yet, and determining that will take further investigation. We responded by disabling all ports in the stack that was failing and the VMs started to work. Then we upgraded firmware on that stack and it's currently working. However, because of the switch issue our administrators are going in and manually rebooting everything and some of the servers are going into F5CK after the reboot. When this is over we will post a post mortem on the incident here on the blogs. This usually happens within a few days. Thanks for your understanding.

[Link](#) | Posted at 6:47 am EST

Roger says:

Sat, February 22nd, 2014

The responses from IX within this thread are very unsatisfactory. IX is a hosting provider, you know how your data center is structured, you know how many hosts you have, you know how many servers you must bring back online, you should know how long it takes to resolve a problem, why can't you provide an ETA?

I have been an IX customer for many years, with a number of sites hosted through your service, but this lack of transparency and/or analytic skills doesn't make me think I will continue.

Apologies are nice, but they don't help the problem, answers are much more desirable. What is the ETA to resolve this issue?

[Mahboob](#) says:

Sat, February 22nd, 2014

Almost four hours and the site is still offline.

Can you please tell me how much longer will it take to come back online?

[Link](#) | Posted at 6:58 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Roger,

Unfortunately we can not provide an accurate ETA at this time. We are rebooting each server and if one would happen to go into a File System Check we do not know how long it will take to come back up. FSCK time varies from server to server so there is no way for us to give an accurate ETA at this time. Once we are further along we may be able to provide something.

Thank you.

[Link](#) | Posted at 6:58 am EST

Ang says:

Sat, February 22nd, 2014

IX TEAM:

What kind of compensation will you be providing to all the clients suffered by your unreliability. We personally have lost a lot of potential trade by our website being down – but worse – by the fact that all our emails were bounced and you kept no backup of these.

Inevitably a lot of your clients will most likely have had enough and move to alternative hosts as a result – I mean there is no shortage of reliable hosts – however I feel the least you can do to mitigate this somewhat is significant compensate for all the loss and damage caused.

I look forward to your response.

Ang

[Link](#) | Posted at 7:09 am EST

[phani](#) says:

Sat, February 22nd, 2014

Hi,

Can you tell me how much time it will take to up cpu 9 – Web948

[Link](#) | Posted at 7:09 am EST

Ang says:

Sat, February 22nd, 2014

significantly*

[Link](#) | Posted at 7:10 am EST

Roger says:

Sat, February 22nd, 2014

Hi Robyn,

I guess that the issue with not being able to provide an estimated up time would be a lack of analytic skills within the IX support staff. I am not asking for an exact time when the server issues will be resolved, simply an estimate.

I will reiterate:

You know how many servers need to be restarted.
You can observe how long FSCK takes to run and how long it takes for each server to come back up.
You know how many servers you can manually restart in a given period of time.

The above factors should provide you enough information to form an estimate. Whether you choose to go with an optimistic, pessimistic, or straight average is your choice, but you can provide an estimate given the factors above, I simply don't understand why you are unwilling to do so.

[Link](#) | Posted at 7:17 am EST

Noel Ivon says:

Sat, February 22nd, 2014

There is no use of commenting – all you can do is wait ..and do think of alternatives.

[Link](#) | Posted at 7:17 am EST

jolie says:

Sat, February 22nd, 2014

Hi,

Can you tell me how much time it will take to up CP11- Offline
Web1101-web1140

[Link](#) | Posted at 7:20 am EST

Ang says:

Sat, February 22nd, 2014

I agree wholeheartedly with Roger. I would have expected an email from IX as soon as this happened to outline what has gone wrong and an approximate time to resolve. The reason they didnt do this is why consequently we had 200 people in the chat support queue pretty much continuously for the last 4/5 hours. That's unacceptable from a host that portrays/sells itself as being one which is "reliable" and "always on". Yes you may be 99.9% up (which I doubt) but its the absolute numbers that matter – not the %. Can you tell us on average across all servers how many hours IX has been down this year alone? Looking at the number of blog posts by IX it seems this is going to be a pretty high number!

[Link](#) | Posted at 7:23 am EST

[CBS hukla](#) says:

Sat, February 22nd, 2014

One thing I ask to IX team that , is our database , files and mails are save or damage ?

Now I am worry about data... I think either somethings going wrong and they do not want to show.

Please present your current status.

IX: Robyn B. says:

Sat, February 22nd, 2014

@Ang, Any emails coming in should automatically be resent by the other mail server once the server is back online. Any data on any of these servers will not be affected. As far as compensation please contact us once this is resolved and we would be happy to discuss this with you.

[Link](#) | Posted at 7:25 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

@ CBSShukla- No data will be lost.

[Link](#) | Posted at 7:28 am EST

[Jaspreet Singh](#) says:

Sat, February 22nd, 2014

still our website is not working it is more than 7 hours. even at the time of redirecting my domain to our dummy website it is showing internal Error.

So help me out for the same,even our waiting queue is very very big

[Link](#) | Posted at 7:39 am EST

[Brandon Current](#) says:

Sat, February 22nd, 2014

I have had several websites hosted with IX since 2006. This is my first outage with them, which puts them well within 99.9% uptime. However – an email would have been nice rather than waiting in the chatline.

[Link](#) | Posted at 8:01 am EST

[Alfonso Viveros](#) says:

Sat, February 22nd, 2014

What time should I expect?

[Link](#) | Posted at 8:18 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

@ Alfonso- We do not have an ETA at this time. Please continue to watch this blog for an updated list of servers that are online. It was just updated. Thank you

[Link](#) | Posted at 8:24 am EST

dfg says:

Sat, February 22nd, 2014

We lost the contents of the search engine will be a lot of,

[Link](#) | Posted at 8:34 am EST

Mohammed says:

Sat, February 22nd, 2014

Luckily my mails are working normal except onBlackberry. Is there is any thing we have to do from our side?

[Link](#) | Posted at 8:52 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Mohammed,

No, you should not need to make any changes. Please give us a call or start a live chat and we would be happy to troubleshoot it for you. Thanks!

[Link](#) | Posted at 8:55 am EST

[Sherwin Magsino](#) says:

Sat, February 22nd, 2014

Common! its been too long already! what do we get in return for this??? this is frustrating!

[Link](#) | Posted at 9:20 am EST

sam says:

Sat, February 22nd, 2014

offline 8 hours!!! I lost more than \$100

[Link](#) | Posted at 10:01 am EST

[Marek](#) says:

Sat, February 22nd, 2014

Any ideal of when this will be fixed?
I's been down for so many hours now already... .

[Link](#) | Posted at 10:05 am EST

[linuxbbq](#) says:

Sat, February 22nd, 2014

Had to file ten tickets in 1.5 years of being ix's customer, due to downtime or whatever reasons ix has.
We're down now for 10 hours. @Sherwin: we get nothing in return for this. Nothing.

[Link](#) | Posted at 10:08 am EST

[Alan](#) says:

Sat, February 22nd, 2014

Any great news? This is a 99.9% Uptime Guarantee from you? 7 hours offline now!!!

[Link](#) | Posted at 10:15 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Marek,

We currently do not have an ETA available. We will be posting an update soon with the servers that are now up as well.

[Link](#) | Posted at 10:16 am EST

Ahmad Santarissy says:

Sat, February 22nd, 2014

I've been an IX user since 2009, yes we had lots of downtimes but nothing like this one!!
Because of today's outage we lost an account worth of \$20K, the client didn't and won't understand this.
We even couldn't give them an explanation or even a time estimate because we didn't have such info.
We're definitely going to change and go with any other service provider.

[Link](#) | Posted at 10:23 am EST

[cz](#) says:

Sat, February 22nd, 2014

I love to pay much more for a stable server!

[Link](#) | Posted at 10:28 am EST

[Mohammed](#) says:

Sat, February 22nd, 2014

Our hosting account have multiple domains, and all are down.
Not only today, almost everyday we are facing website down for all our websites for few minutes. when we chat with support, they simply copy and paste the same answer every day.
We are really frustrated and loosing business of much. we are planning to change soon to another hosting.

[Link](#) | Posted at 10:39 am EST

Roman says:

Sat, February 22nd, 2014

I am really upset.

[Link](#) | Posted at 10:51 am EST

[Mohammed](#) says:

Sat, February 22nd, 2014

Any Update.....?

[Link](#) | Posted at 11:03 am EST

[Talal J](#) says:

Sat, February 22nd, 2014

Site still down more than 12 hours after this issue started. on our Biggest day of the week.
I have 2 hosting accounts here, I am probably not even going to wait until they expire to move them somewhere more reliable.

Like some of the other guys, we go down for about 2 minutes 3-4 times a day. This is ridiculous!

[Link](#) | Posted at 11:06 am EST

[Talal J](#) says:

Sat, February 22nd, 2014

How am I even supposed to know what CP my site is on? these numbers mean nothing to me!

[Link](#) | Posted at 11:07 am EST

Cole says:

Sat, February 22nd, 2014

Can we please get an ETA on CP 11?

Thanks

[Link](#) | Posted at 11:15 am EST

[Mohammed](#) says:

Sat, February 22nd, 2014

Talal J... Same problem we are experiencing every day. So both of us and more on the same board...

Please share with me if you transfer to other reliable hosting

[Link](#) | Posted at 11:20 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Talal,

You are on web1136. You can usually find your web server number by going to your control panel and clicking on FTP manager however because your server is down that is not loading for your account.

[Link](#) | Posted at 11:29 am EST

[Talal J](#) says:

Sat, February 22nd, 2014

yeah definitely the 99.9% percent of the time is rubbish, and for a while it has just been getting worse and worse!

[Link](#) | Posted at 11:31 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Cole,

We currently do not have an ETA at this time. I am very sorry for the inconvenience.

[Link](#) | Posted at 11:31 am EST

[Talal J](#) says:

Sat, February 22nd, 2014

Thanks Robyn...it says the server is being rebooted. How long does that take?

[Link](#) | Posted at 11:33 am EST

Roman says:

Sat, February 22nd, 2014

What about web1129? My 2 websites on it still do not work.

[Link](#) | Posted at 11:36 am EST

Oleg says:

Sat, February 22nd, 2014

When your domains are unavailable even 1 minutes per day, it's mean that Google will to down the website position in the search ranking??

[Link](#) | Posted at 11:37 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

The reboot itself does not take very long. I see that that server is now in FSCK which can take a bit of time because the server is validating the integrity of the files. Once this file system check is complete the server will be back online. The time it takes to complete varies from server to server depending on how much data there is. Currently I can not provide an ETA.

[Link](#) | Posted at 11:48 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Roman,

Your server is under a file system check. Once it is finished the server will be back online.

[Link](#) | Posted at 11:49 am EST

Oleg says:

Sat, February 22nd, 2014

What about web1115? More than 12 hours is unavailable?

[Link](#) | Posted at 11:53 am EST

IX: Robyn B. says:

Sat, February 22nd, 2014

Hi Oleg,

Web1115 is also under FSCK. You can see a full list of servers under FSCK at the top of this blog. I do not have an ETA. However, FSCK usually does not take 12 hours.

[Link](#) | Posted at 11:57 am EST

Roman says:

Sat, February 22nd, 2014

IX, do you plan to pay customer's damages for unavailable of websites? May you gurantee that such cases will not be happened in the future? I am think over to change hosting or to stay with you.

Thanks for understanding me

[Link](#) | Posted at 12:32 pm EST

IX: James H. says:

Sat, February 22nd, 2014

@Roman

You may see our terms of service for full details of our guarantees but in brief summery, this type of issue is not a frequent occurrence. Please contact us once this issue is resolved and we would be happy to discuss compensation with you. Also, if you feel a change in your hosting situation is necessary, please contact us as well. We would be happy to discuss your business needs and make sure you're getting what you need.

[Link](#) | Posted at 12:44 pm EST

[Alfonso Viveros](#) says:

Sat, February 22nd, 2014

Web1139 is offline... 12 hours offile. hummmm!!!! bad service.

[Link](#) | Posted at 1:45 pm EST

[Talal J](#) says:

Sat, February 22nd, 2014

yeah right compensation...there was a major error a couple of months back that had my site down for about 5 hours and whatever customer rep then said we will talk about compensation.

pull the other one, it's got bells on it!

[Link](#) | Posted at 2:33 pm EST

[Mahboob](#) says:

Sat, February 22nd, 2014

After more than half of day of being offline, the administrators aren't even a little apologetic. I am set back more than six months on my website as far as SEO is concerned.

[Link](#) | Posted at 3:03 pm EST

IX: John B. says:

Sat, February 22nd, 2014

Hello Alfonso,

I'm very sorry for the downtime. Web1139 is back online. If you're still having issues with your website, please don't hesitate to let us know via phone or live chat.

[Link](#) | Posted at 3:08 pm EST

IX: John B. says:

Sat, February 22nd, 2014

Hello Talal,

I'd like to apologize again for the downtime. If you'd like to discuss downtime compensation, please contact our live chat or give us a call once you're servers are back up.

[Link](#) | Posted at 3:12 pm EST

Hello Mahboob,

I'm very sorry if you replies come across as to crisp. We also apologize for the continued downtime: we, like our customers, do not like it at all when outages like this happen. Once your server is back up, feel free to give us a call if you'd like to discuss compensation for your downtime.

[Link](#) | Posted at 3:24 pm EST

Leave Your Comment

Name (required)

Email (will not be published) (required)

Website