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How to cancel a service and keep only the domain

Billing & Payments

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How to cancel a service and keep only the domain

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There is one fear we hear far too often: *"if I cancel the hosting, do I lose the domain?"*. The answer is **no** - and it is worth understanding why, because the confusion has made people keep paying for plans they never used just to hold on to a name.

Domain and hosting are two separate accounts

They sit side by side in My Interweb, but they are independent services with independent invoices and independent renewal dates. Cancelling one **does not touch** the other.

If the difference is still fuzzy, start with **domain or web hosting: what is the difference**.

What you cancel	What happens to the rest
Hosting only	The domain stays yours until its expiry date and keeps renewing. You are left without a site and without e-mail
Domain only	Hosting stays active, but with no name there is no address - in practice it becomes unreachable
Both	Cancel each one separately. There is no single button that does both

How to request cancellation

1. Sign in to **My Interweb** and open **Services**.
2. Click the service you want to cancel - and only that one. Check on screen that it really is the hosting plan and not the domain.
3. In the side menu, choose **Request Cancellation**.

4. Choose **when**: at the end of the period you have already paid for, or immediately. Write the reason - it helps us improve, and sometimes we find there is a better option than leaving.

5. Confirm. You get an e-mail recording the request.

"End of billing period" is almost always the right choice.
You have already paid up to that date - there is nothing to gain by switching off early. Choosing *immediate* cuts the service off at once, and the remaining period is not refunded.

Before you confirm: take your data with you

Once the service closes, the account is no longer reachable. Take everything that matters **while it is still active**:

1. Website files - over FTP or through File Manager. See **FTP accounts and connecting with FileZilla**.

2. Databases - export them through phpMyAdmin. See **creating databases and using phpMyAdmin**.

3. E-mail - if the mailboxes live on the plan, the messages go with it. Set them up elsewhere or download them first.

After closure, recovery costs money.
From a closed account we keep **only the last copy** taken before closure - not the history - and for up to **one year**. After that it is permanently deleted. Restoring within that year carries a fee that grows over time: up to 30 days 2× the plan's monthly price, up to 90 days 3×, up to 180 days 4×, up to a year 6×.

And where does the domain go?

It stays with us, active, until its expiry date - and renews normally if you let it. While it has no hosting you can point it somewhere else, leave it parked, or move it to another provider: **how to transfer your domain to another provider**.

Changed your mind before the date?
As long as the cancellation has not gone through, it can be undone. Open a support request and we will tell you whether there is still time. And if it closed recently, see **how to reactivate a suspended or terminated plan**.

NEED A HAND?

Worth a conversation before you cancel? There is often a smaller plan that fits.

Talk to us →

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