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How to reactivate a suspended or terminated plan

Billing & Payments

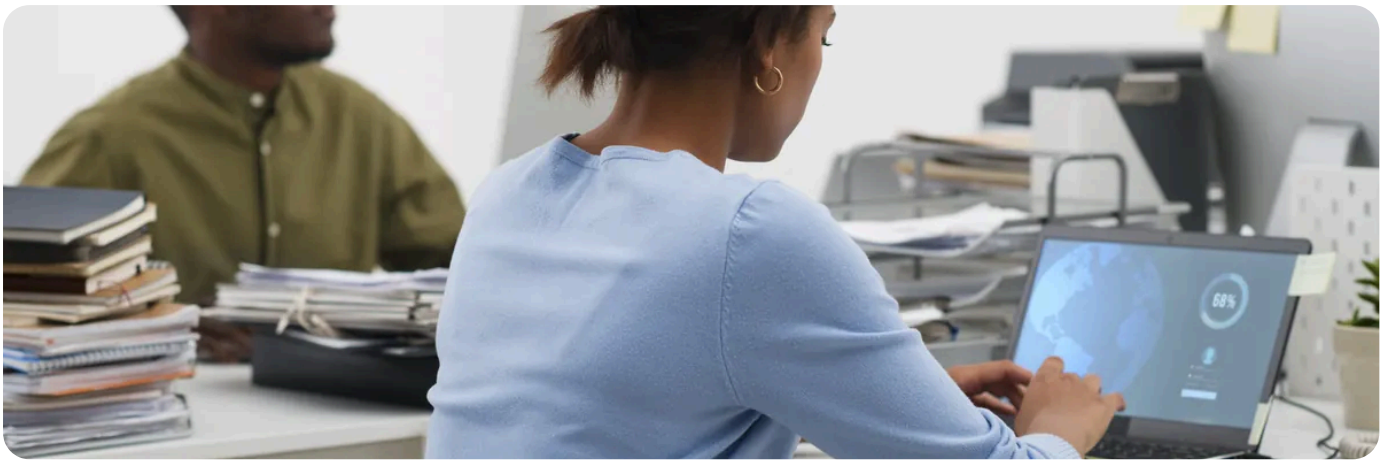
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How to reactivate a suspended or terminated plan

Billing & Payments Created on **August 14, 2026** Updated on **October 4, 2026** 2 min read



A service here is never suspended without warning, and reactivating it is simpler than you might expect.

Suspended

If an invoice goes unpaid for **7 days** past its due date, the service is suspended - the site and mailboxes stop responding, but every file, e-mail and database stays exactly as it was.

1. Find and pay the overdue invoice - see **how to pay your invoice**.

2. Once the payment is confirmed, the service **reactivates automatically** - there is no waiting period and nothing else to request.

No manual step needed.
Unlike some hosts, you don't need to open a ticket or wait for staff to unsuspend the account - it happens the moment the payment clears. Want to roll a file or database back to an earlier point once you're back? See **how to restore data with JetBackup**.

Terminated

If the invoice stays unpaid for **15 days** in total, the service is terminated, not just suspended, and cannot simply be "switched back on". Backups run automatically every day, in the early hours of the morning, while an account is active, but once a service is terminated, only the **last backup taken before termination** is kept - not a rolling history - and only for a limited time.

1. Contact **support** to request restoration - the sooner after termination, the better the chance of success.

2. We quote a restore fee based on how long it's been since termination, calculated from your plan's monthly price:

Time since termination	Restore fee
Up to 30 days	**2×** your plan's monthly price
Up to 90 days	**3×** your plan's monthly price
Up to 180 days	**4×** your plan's monthly price
Up to 1 year	**6×** your plan's monthly price

Once you approve the quote, we start the restore right away.

This isn't guaranteed, and it isn't free.
Restoration depends on the backup still being intact and available, and gets less certain the longer you wait. After **1 year**, the data is permanently deleted and can no longer be restored at any price.

NEED A HAND?

Service suspended or terminated? Talk to us before assuming the worst.

Open a support ticket →

SEE ALSO

If you paid by transfer, explains how long is left before reactivation
Bank transfer: the five stages until your payment is confirmed

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