



Z I L O

Web Hosting



ZILO

How we Monitor Traffic on your domain

All domains include a set monthly traffic quota. We monitor all domains and you are billed for each GB of traffic that exceeds the monthly quota on your domain. Displays a breakdown of traffic generated per domain over your selected period. Traffic that is not generally ascribed to a particular domain includes spam mail that is intercepted by the spam checker, mail sending or deliveries that fail during the transaction and need to be resent and mail download attempts that are interrupted. Only certain traffic types are logged in a manner that associates their use with a specific domain. These include WWW/HTTP, POP3, SMTP, and FTP.

Excessive traffic generated due to internet abuse

We take responsibility for the operating system and the applications we have deployed on our servers. Traffic usage on our servers, remains the responsibility of the customer. Our System Administrators receive hourly notifications, reporting on high traffic volumes on Managed servers. A modest threshold is set and excessive activity investigated. As such, customers are informed timeously before extreme charges are accumulated. However, we can't guarantee that all malicious activity of this nature will be detected before cost implications occur.

Domain Traffic over-usage charges

Domains hosted in our South African data centres are billed for traffic over-usage for each MB over the monthly allowance. Eg. A domain with a quota of 5 GB has used 6.3 GB of traffic, which is 1.3 GB of traffic over-usage. You would be billed for the additional 1.3 GB.

How do we calculate the cost for disk space over-usage?

We will automatically calculate the most cost-effective rate possible for our customers. e.g. a Basic account includes a quota of 5GB but is currently using 5.6GB of disk space, which is 600MB of over-usage. The first scenario would be to pay for 600MB of additional disk space at R5 per 10MB block, which will cost the customer R300. The second scenario would be to determine the cost difference between your current hosting package and the next upgrade option, which is calculated at the price difference. The current account includes a set quota, which exceeds the disk space used and will accommodate the over-usage. Using this method, we will identify the most cost-effective disk usage charge, which in this case is the second scenario and would charge the customer based on the new hosting package.

Upgrade to a higher Web Hosting package if necessary

Upgrading to a higher package will provide you with a bigger disk space quota. View the above packages and their quotas are available.

Software used on servers

Below is a list of most of the software installed and their recent versions (June 2022):

- MariaDB 10.4 (Built on the MariaDB 5.5 series with backported features from MySQL 5.6 and new features not found elsewhere)
- PHP 8.0 and 8.1