

Website sleeping, then suddenly terminated?!

xpozed

17h

My website <http://www.nullsecurity.org/> was "sleeping" this morning and i checked why and for how long - one hour. Alright.

Just checked it now (evening) it's still sleeping. Checked why - it says it's running?!

Refreshed the page and my account is magically suspended for "Violation of Terms of Service".

Can someone from the support team explain what's going on, and what part of the ToS I violated?

infinity  Senior Member

16h

Seems fine from here maybe had a spike of traffic or something post back if it happens again and check your emails for any suspension notices

Ausbel Community Support

16h

[@infinity](#)

Could you check for him again whether it's loading? It's not working here!

xpozed

4h

I solved the issue. Just went to godaddy.com and bought myself a paid hosting.

Sorry 000webhost, your services were great before you started bashing your free hosting users with bullshit like "sleeping website" and absolutely no support by the service provider, which is obviously all made so, that the users are forced to move to your paid service.

For the past 3 days, my site was up for about 3 hours.

I don't know how you can still claim 99.9% uptime.

teleansh

3h

It happened to my website - icsehub.com too

Even give the time to backup

Ausbel Community Support

1h

hello there [@xpozed](#)

We are sorry that you have decided to leave our platform but please do remember that this is an educational platform to test out your websites before you start sending traffic to them and that's why we have pro hosting at hostinger.com. thanks for the time you have been with us, good luck.

[@teleansh](#) go back to your thread, we have restored your website and it's working now, sorry for any inconveniences. 😊

xpozed

1h

Ausbel:

educational platform

oh, right you pull that bullshit lately too. Truth is, when i started hosting my website here back in 2010-2011, it wasn't a "educational platform". You started all that later, trying to push the free hosting users to get a paid hosting from you. It's so obvious that i don't even know how you can sit here straight faced saying crap like "educational platform", "site is sleeping" and "99.9% uptime", as-if someone will believe that.

ckhaw and Moderator

1h

xpozod:

when i started hosting my website here back in 2010-2011, it wasn't a "educational platform"

Terms of service have changed since then.

xpozod:

"99.9% uptime"

You can thank uptime robot for the proof

Overall Uptime

100.00% (last 24 hours)
(no downtime)

99.932% (last 7 days)
(89 minutes of downtime)

99.921% (last 30 days)
(470 minutes of downtime)

Latest Downtime

It was recorded (for the monitor 000webhost nameserver #2) on 2018-05-19 09:39:23 and the downtime lasted for 0 hrs, 0 mins.

Quick stats

All Clear
Refreshing in 51 secs

Up

Down

Paused

14

0

0

xpozod:

"site is sleeping"

It was necessary to make the platform more stable

xpozod

31m

ckhaw and:

Terms of service have changed since then.

Carefully tweaked to force people into getting a 000webhosting paid service.

ckhaw and:

You can thank uptime robot for the proof

A "proof" provided by 000webhosting itself is as credible as no proof at all. 99% in the past 7 days, yet people's websites were up for an hour (at most) daily in the past 3 days. Excellent math skills by the uptime robot (that is probably a hardcoded "99.9%" somewhere in the HTML).

ckhaw and:

It was necessary to make the platform more stable

Again plain lies used as an excuse to force people moving to the paid services.

When you did your major update (a little before starting the "sleeping" crap) you claimed you updated your servers for superior performance and top uptime. In the meantime, you now say "we shut down sites to make the service more stable"! Can you pick a more credible excuse than that, because you contradict with yourself.

Stop trying to justify 000webhost greedy politics with lame excuses, please.

You could at least be honest and say "guys, we can no longer keep the free services, so either move out

13 / 13
May 20

1m ago

or try some of our paid offers" - it's that simple.

ckhawand  Moderator

28m

We are doing our best at keeping the hosting services free.
Imagine handling 25 million user website, imagine the cost behind all of that.
Nope, this is not a hardcoded 99.9%, it is an official uptime robot CNAME pointed domain.

It's the weekend, issues get resolved in weekdays, that's why issues take so long to be fixed.
The archive feature was built to make websites that are inactive use less server space, because, as you can see, the disk full error comes from our servers that are full.

xpozod

15m

Sorry, but I don't need to imagine nothing. That's your policy - that's your business plan.
All I'm saying is your methods of doing your business are based on plain lies and providing bad services.

Trying to pull excuses now is just ridiculous! What if I was a paid customer (I almost fell for it, but luckily grow some brains and move to godaddy), and my business site was down during the weekend, because "you have N billion customers, and sometimes stuff happens during the weekends"? What does that even mean? You get paid to keep a service running 24/7, you didn't do so, but it's okay, because the weekends are when your employees are at home, and first thing they'll do on Monday will be fixing my company's website?!

Does that sound like a serious service provider to you?

And please drop the 99.9% joke, you literally posted a screenshot of the past 7 days uptime in your previous post, and now you are saying "well, the weekends sh*t happened"?! the weekends is part of the 7 days you quoted as legit information! If you admit that there was a problem this weekend, then the uptime value shouldn't be 99.9% at all.

That only proves how credible that "uptime bot" information is - as credible as hardcoded "99.9%" string in a HTML file.

ckhawand  Moderator

13m

Paid hosting has its own developers.
On weekends, paid hosting errors are fixed instantly whereas free hosting ones can be waited for till Mondays.
Uptime robot is for website uptime only, not for every single website's FTP/SQL, etc...

xpozod

1m

yes, yes i'm sure you run a different FTP daemon for every hosting plan and only mine went down...
Our discussion is over. Your self-contradictions are self explanatory about the quality of 000webhost services.

For everyone else who still uses 000webhost - consider moving to a more serious place than this.

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