

Terms of Use

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These Terms of Use govern access to and use of Atoro hosting services, including virtual private servers (VPS), related network resources, storage, IP addressing, account tools and support. By creating an account, ordering, paying for or using a service, you agree to these Terms.

1. Scope and Definitions

“Atoro”, “we”, “us” and “our” refer to the provider of the hosting platform available at atoro.net. “User”, “Client”, “you” and “your” refer to any person or organization that accesses or uses the website or services.

“Service” means a hosting product ordered through Atoro, including a VPS and associated resources. “Account” means the user profile through which services, billing and support are managed.

2. Eligibility and Account

You must provide accurate information when registering and keep your account credentials secure. You are responsible for all activity performed through your Account and for maintaining access to the email address or other authentication method associated with it.

You must promptly notify support if you believe your Account or credentials have been compromised. We may request reasonable verification to protect the Account, prevent fraud or comply with legal obligations.

3. Service Description and Provisioning

Atoro provides virtual server infrastructure for workloads such as websites, bots, applications, development environments and other lawful computing tasks. Available configurations may include high-performance AMD Ryzen processors, NVMe storage and network ports with speeds specified on the relevant service page or order form.

Provisioning is normally automated, but activation time may vary because of capacity, fraud screening, maintenance or technical conditions. A Service is considered active when access details or control functions are made available in the Account.

Unless a managed service is expressly included, the User is responsible for the operating system, applications, configuration, security, updates, backups and data stored inside the VPS. Atoro is responsible for maintaining the underlying physical host, virtualization layer and network infrastructure within reasonable operational limits.

4. Performance, Network and Maintenance

CPU, disk, memory and network resources are shared or allocated according to the selected plan. Actual performance may vary depending on workload, virtualization overhead, network conditions, location, maintenance and factors outside Atoro’s control.

Network port speed is a technical maximum, not a guarantee of continuous throughput. Atoro may apply reasonable traffic management, anti-abuse measures or temporary restrictions where necessary to protect network stability and other Users.

We may perform scheduled or emergency maintenance. Where practicable, material planned maintenance will be announced through the website, Account, email or another reasonable communication channel. No hosting service can be guaranteed to operate without interruption.

5. Acceptable Use Policy

You may use the Service only for lawful purposes and in a manner that does not harm Atoro, third parties, other Users or network stability.

- Malware, botnets, credential theft, phishing, ransomware or distribution of malicious code.
- DDoS attacks, denial-of-service activity, unauthorized stress testing, network scanning, brute-force attacks or exploitation of third-party systems.
- Spam, unsolicited bulk messaging, fraudulent messaging, email list abuse or operation of systems primarily intended to facilitate such activity.
- Hosting, distributing or facilitating content or services that are unlawful, infringe intellectual-property rights, enable fraud, or violate applicable sanctions or export controls.
- Unauthorized proxy, tunneling, anonymization, VPN or traffic-relay activity where it creates abuse, legal or network risks; such services may require prior approval depending on the plan.
- Cryptocurrency mining or other workloads that create sustained abnormal resource consumption unless expressly permitted by the selected plan.
- Attempts to bypass technical limits, access systems or accounts without authorization, interfere with monitoring, or conceal abusive traffic.
- Any activity that generates repeated substantiated abuse complaints or materially degrades service for other Users.

Atoro may investigate abuse reports and may require the User to remedy a violation within a specified period. Serious, repeated or clearly malicious violations may result in immediate suspension or termination.

6. User Responsibilities

- Keep systems patched, use strong credentials and apply reasonable security controls.
- Maintain independent backups of important data. Unless explicitly stated otherwise, Atoro does not provide a backup guarantee for VPS data.
- Ensure that all software, licenses, content and data used on the Service are lawful and properly authorized.
- Monitor resource use and renew the Service before the end of the paid period.
- Respond promptly to security, abuse or verification requests from Atoro.

7. Billing, Renewals and Prices

Services are provided on a prepaid basis unless a different arrangement is shown at checkout. The billing period, price and included resources are those displayed for the selected plan at the time of order.

Where recurring billing or automatic payment is offered and enabled, you authorize the relevant payment provider to charge the applicable renewal amount. You may disable automatic renewal where the Account provides that option.

Atoro may change prices, plans or included resources for future billing periods. Material changes affecting an active recurring Service will be communicated through the website, Account, email or another reasonable method before they take effect where practicable.

Taxes, payment-provider commissions, currency conversion and bank charges may be added or deducted as required by the payment method or applicable rules.

8. Suspension for Non-Payment and Data Retention

If a Service is not renewed by the due date, Atoro may suspend access and later delete the Service and its data. Any grace period shown in the Account or service description is informational and may depend on the product and infrastructure availability.

Users should not rely on suspension periods as a backup mechanism. Once data has been deleted from the hosting infrastructure, recovery may be impossible.

9. Refunds and Cancellations

You may cancel a Service at any time, but cancellation does not automatically entitle you to a refund for unused time. Refund eligibility, if any, depends on the circumstances, the payment method, promotional conditions and whether the Service has already been provisioned or materially consumed.

Refunds may be denied for promotional or discounted orders, add-ons, IP addresses, setup or activation fees, payment-provider fees, violations of these Terms, fraud, chargeback abuse or resource consumption that cannot reasonably be reversed.

Where a refund is approved, it is normally returned to the original payment method, subject to payment-provider rules. Service credits may be offered instead where appropriate.

10. Support

Technical support is provided through the support channels made available by Atoro. Support covers issues reasonably related to the hosting infrastructure, billing and access to the Service. Unless a managed administration service is included, support is not required to configure, debug or maintain User software, websites, bots, applications or operating systems.

You must provide sufficient technical details for troubleshooting and cooperate with reasonable diagnostic requests.

11. Suspension and Termination

Atoro may suspend, limit or terminate an Account or Service when reasonably necessary to protect the platform, investigate abuse, comply with law, prevent fraud, address non-payment, mitigate security incidents or enforce these Terms.

Where the issue is remediable and not urgent, Atoro may provide an opportunity to correct it. Immediate action may be taken for serious abuse, active attacks, compromised systems, legal orders or material risks to infrastructure or third parties.

Upon termination, access to hosted data may end immediately or after any grace period stated by Atoro. The User remains responsible for charges incurred before termination.

12. Intellectual Property

Atoro does not claim ownership of User content uploaded to a VPS. You retain the rights you lawfully hold in your content and grant Atoro only the limited rights necessary to transmit, store, process and technically manage that content for the purpose of providing the Service.

The Atoro website, branding, software, interface and documentation are protected by applicable intellectual-property laws. You may not copy, reverse engineer, resell or exploit them except as permitted by law or expressly authorized.

13. Third-Party Services

The Service may depend on third parties such as data centers, transit providers, domain or DNS services, payment processors, software vendors and security providers. Atoro is not responsible for failures or acts of third parties beyond reasonable control, although we will take reasonable steps to restore or reroute affected infrastructure where possible.

14. Disclaimers and Limitation of Liability

The Service is provided on an “as available” basis. To the maximum extent permitted by applicable law, Atoro disclaims implied warranties of uninterrupted availability, fitness for a particular purpose and error-free operation.

The User is responsible for backups and business-continuity measures. To the maximum extent permitted by law, Atoro is not liable for indirect, incidental, special, punitive or consequential damages, loss of profit, revenue, goodwill, business opportunity or data arising from use or inability to use the Service.

Where liability cannot be excluded, Atoro’s aggregate liability relating to a specific Service will not exceed the amount paid for that Service during the three months immediately preceding the event giving rise to the claim, unless applicable law requires a higher amount.

15. Force Majeure

Atoro is not liable for delay or failure caused by events beyond reasonable control, including major network failures, upstream outages, power failures, natural disasters, war, civil disturbance, government action, sanctions, labor disputes, widespread cyberattacks or failures of critical third-party infrastructure.

16. Changes to the Terms

Atoro may update these Terms to reflect changes in services, technology, security, law or business operations. The current version will be published on atoro.net with an updated date. Continued use of the Service after an update becomes effective constitutes acceptance of the revised Terms, except where applicable law requires another form of consent.

17. Governing Rules and Disputes

These Terms are governed by the mandatory rules that apply to the provider and the User in the relevant transaction. Nothing in these Terms removes consumer or data-protection rights that cannot lawfully be waived.

Before starting formal proceedings, the parties should attempt to resolve disputes through Atoro support by providing a clear description of the issue and relevant order or payment information.

18. Contact

Questions about these Terms, billing, abuse reports or the Service should be submitted through the official support channels available on atoro.net or in the Atoro Account.