

cPanel - Package Administration - How to reactivate & reasons for suspension

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Why is my package suspended? There are two primary reasons why a hosting package is taken offline: **1. Billing (Overdue Renewal)** The most common reason for suspension. If a renewal payment is missed, the system automatically suspends the service. Your data is typically preserved for a grace period, but the website will remain offline until payment is made. **2. Policy or Security Violations** If our team or automated systems detect a breach of our Acceptable Use Policy (AUP), the account may be suspended to protect our network and your data. Common reasons include: Security Concerns: Unauthorized access attempts or unexpected logins detected within the WP Squared environment. Malware Compromise: Signs of malware, compromised plugins/themes, or altered core files. Data Vulnerability: Any suspected data breach or exposure of sensitive customer data. Service Instability: Instability caused by configuration tampering or unauthorized updates that affect the server environment. Storage Violations: Using the Hosting Services as an offsite backup facility. Our services are designed for active website hosting, not for storing external backups or archives. **How to Reactivate Your Service** If Suspended for Billing To get your site back live immediately, you simply need to renew the service: Log in to your account dashboard. Navigate to the Renew Services section. Select the suspended cPanel or Managed WordPress package. Complete the payment process. Your service will automatically reactivate once the transaction is processed. If Suspended for Policy/Security Reasons If your package is suspended due to a breach of our Acceptable Use Policy or a security incident, it cannot be reactivated via the renewal portal. Action Required: You must Contact Support for assistance. Our team will walk you through what was detected and what steps are necessary (such as cleaning malware or securing login credentials) to safely restore your service. You can check the status of the package by going to Manage cPanel/Managed WordPress whether the status will be highlighted in red if suspended.

For cPanel:

If suspended, it will look like this:

We recommend keeping your contact email address up to date so you receive our automated renewal reminders and any notifications regarding your hosting status.

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<https://www.heartinternet.uk/support/article/cpanel-package-administration-how-to-reactivate-reasons-for-suspension>