

What happens if I exceed my bandwidth?

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Currently, the only hosting package available from Heart Internet with a set bandwidth limit is the Starter Pro Shared Web Hosting package, which has a monthly bandwidth limit of 30,000MB. If you are close to reaching that limit during the month, we will raise a Support Ticket on your account to inform you of this. We may recommend that you upgrade to a Home Pro package, which has unlimited bandwidth. If your site is on one of our unlimited bandwidth packages, but is using monumental quantities of bandwidth, we will also raise a Support Ticket on your account to inform you. If this is not responded to, or if your site is receiving so much traffic that it begins to cause performance problems on your server, we may need to switch your site off or require that you upgrade to a higher package. Switching your site off is a last resort, and we would prefer to work with you to identify the best solution for you. If you are expecting a surge in traffic, please contact our Customer Services team beforehand. They will be able to advise you on ways to reduce the impact this will have on your server and your bandwidth.

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Online URL: <https://www.heartinternet.uk/support/article/what-happens-if-i-exceed-my-bandwidth.html>