

sbonnell [12:59:25 PM]: Welcome to our real-time sales chat! How can I help you today?

FIRST TIME SALES QUESTION [12:59:25 PM]: Please move thespohrsaremultiplying.com to a secure sever. Her baby daughter just passed away and she's using the site to give people updates and information!

[1:00:26 PM]: Hello?

sbonnell [1:00:43 PM]: I'm sorry...but i have already discussed this with another person and looked at the reason for suspension which is it was shut down due to the site causing performance issues on the server because of high traffic. The customer would either have to reduce the amount of traffic (which i don't think will be possible considering the situation) or move the site to a dedicated or vps host. we are a shared host meaning you are sharing server space/resources.. so we can only handle so much

looks like they are switching to another host

[1:00:48 PM]: from the note on teh account

FIRST TIME SALES QUESTION [1:01:12 PM]: well I don't blame them. talk about crappy PR for you guys.

sbonnell [1:02:35 PM]: not really... we have our own TOS rules and when a site is causing a performance issue..we can and will deactivate teh site so that others on the same server are not affected..

FIRST TIME SALES QUESTION [1:03:08 PM]: yeah TOS are a great fall back, doesn't matter though. There's always the ability to do something kind.

sbonnell [1:03:42 PM]: If we did that for certain people and situations tthere would be no reason for having a TOS..we can;t bend the rules

FIRST TIME SALES QUESTION [1:03:45 PM]: I understand about terms of service and business, but I also understand helping other people.

sbonnell [1:03:46 PM]: the TOS is there for a reason

FIRST TIME SALES QUESTION [1:03:54 PM]: plenty of business's do and survive.

[1:03:58 PM]: twitter is blowing up about this.

[1:04:00 PM]: thanks for your time

sbonnell [1:04:16 PM]: sorry, i understand teh situation..but we can't do anything about that.

[1:04:21 PM]: you're welcome