



Terms of Service

Forceplan Ltd provides game servers & dedicated servers, we have a responsibility to protect each client and to provide quality services. All clients of Forceplan Ltd are subject to the following terms of service:

You agree that Forceplan Ltd may modify this agreement and the conditions at anytime without prior contact. You agree to be bound by this agreement, and should periodically review the Terms of Service to ensure they meet your needs. Streamline may be referred to as 'we', 'us' or any first-person pronouns. These Terms and Conditions apply to you if you have purchased services from Forceplan Ltd or if you play on any of our public servers.

Service Level Agreement

Forceplan Ltd will endeavor to provide a 100% up time and are able to most of the time, we offer a service level guarantee to our clients of 99.95% up time per month, this is to allow for maintenance on services. The uptime agreement excludes third party aspects such as Control Panel issues & Game Server FTP issues that may be encountered during the month. If we fail to achieve this agreement, clients affected will receive a percentage of credit towards the following month.

Duration of Contract

The duration of your contract and services provided will depend on the duration you have paid for (monthly, quarterly, semi-annually or annually). If you order and pay for a 'monthly' service on the 15th of August 2019, your service will expire on the 15th of September 2019 (unless payment is provided to renew the service). You will be invoiced 7 days before the renewal date, failure to pay this invoice will result in the service being suspended, all files will be deleted post suspension. We reserve the right to terminate your contract/service at any time with Forceplan if you are found to have breached the Terms and Conditions.

Methods of Payment

Payments to Forceplan are performed via PayPal Gateway. Using the PayPal gateway ensures that we don't keep on file and payment credentials including but not limited to (bank details, credit card details). Payment via this Gateway allows users to pay via their credit card, bank card and other payment methods PayPal provides. Additionally we offer direct debit / credit card payments via our portal with our provider Stripe using secure servers

Billing Disputes / Charge Backs

If a billing dispute / charge back such as but not limited to PayPal dispute / charge back is raised, the billing account will be suspended until the dispute / charge back has been resolved. This includes all

services associated with the billing account should you have any billing issues with Forceplan please submit a ticket to us first to have this matter resolved promptly .

Refunds

Forceplan Ltd provides a 48 hour money back guarantee. This offer isn't valid under the following circumstances and products

- Due to scheduled downtime or maintenance
- Due to unforeseen circumstances such as natural disasters or Ddos attacks
- Due to malicious attacks against your server resulting in downtime
- Due to a suspended service for reasons stated in the terms of service
- Due to Alpha / Beta related crashing on game services.

Credit on your Forceplan account can't be refunded / withdrawn to an external account such as PayPal.

Level of Support

Our support team will endeavor to assist you as soon as possible, to the best of their ability and knowledge

All services unless specifically referenced are self managed. We are not required to install or assist in the installation of (but not limited to) however we will assist where possible:

- Plugins / Mods
- Configuration Files
- Models / Materials
- Maps

Forceplan limited reserves the right to terminate any service and or account if you found to b

Banned Scripts

The following scripts are banned from use on any of our services; the installation of these scripts will result in the immediate termination of service.

- IRC egg drops
- Proxy servers
- Mail bombers
- Anonymous mailers
- IP spoofers
- Port scanners
- Hivemail
- Telnet or SSH Access Scripts

- UBB (Ultimate Bulletin Board)
- lstmrge.cgi
- phpShell
- FormMail.cgi, FormMail.pl from Matt's Script Archive
- PERP role play for GMOD
- Grav CMD Line ?PlanetManagerName

FTP Restrictions

The following file formats are banned from upload to our services for security reasons.

- .dll
- .exe
- .so
- .bat
- .cmd
- .vbs
- .pif
- .scr
- .com

Malicious Attacks

Forceplan Ltd will not tolerate any malicious attacks attempting to disrupt our services. This includes but is not limited to Denial of Service Attacks (DDos, Dos). If your service is subject to three attacks, we reserve the right to terminate your service without warning.

Resource Usages

Forceplan retains the rights to suspend or terminate services for utilizing excessive amounts of resources. This includes but is not limited to:

- CPU usage
- RAM usage
- Disk usage
- Disk IO usage
- Bandwidth usage

Note: Excessive usage is deemed by Forceplan technical and management staff. Fair usage amounts are

equated by examining the average usage for the same product / service type custom plans are available for additional charges if your services are deemed excessive / high usage .

Server Addon Usages

Forceplan restricts the usage of any addons purchased on our website to services hosted with Forceplan . Any clients found utilizing such services outside of our network will result in immediate termination. This includes but is not limited to:

- Backup servers
- FastDL
- SQL servers

Registration and account security

Upon registration with this site, you will be issued with a username and password to access your account. You are responsible for maintaining the security of your password for this site. The Company will not be liable for any loss or damage arising from or in connection with your failure to comply with this security obligation. You agree that the Company will be entitled to assume that any person using this site with your username and password is you or your authorised representative.

You must notify the Company immediately of any known or suspected unauthorised use of any password or any other breach of security.

Other

All discount codes offered by Forceplan are for use only on the first billing cycle (eg one month), unless specifically stated as 'recurring' or 'indefinite' discount codes.