

EASYNET INTERACTIVE (001224414-A)

Terms of Service

Effective Date: 19 August 2026

1. Acceptance of Terms

These Terms of Service govern your use of Easynet Interactive services. By ordering, activating or using our services, you agree to these Terms and any applicable service-specific terms, policies and pricing.

2. Services

Easynet Interactive may provide web hosting, domain registration, email hosting, VPS and server services, SSL products, website-related services and other products described on our website.

Services, specifications, pricing and availability may change from time to time.

3. Accounts

Customers must provide accurate and current information and are responsible for keeping account credentials secure. You are responsible for activity performed through your account unless caused by circumstances outside your reasonable control.

4. Payments and Billing

Services are billed according to the applicable billing cycle and price displayed at purchase or otherwise agreed. Customers are responsible for paying invoices when due.

Failure to pay may result in suspension or termination. Domain renewals and other third-party charges may have separate deadlines.

5. Acceptable Use

Customers must not use Easynet Interactive services for unlawful, fraudulent, abusive or harmful activities.

Spam, unsolicited bulk email or abuse of email services.

Phishing, malware distribution, credential theft or fraudulent websites.

Hacking, unauthorised access, scanning or attacks against systems or networks.

Hosting or distributing content that violates applicable law or third-party rights.

Activities that materially disrupt or degrade our infrastructure or other customers' services.

Circumventing security, resource, bandwidth or service restrictions.

Operating services that create unreasonable or sustained resource consumption contrary to the applicable plan.

6. Email and Spam

Customers must comply with applicable anti-spam and electronic communications laws. Email accounts may not be used to send unsolicited bulk messages, phishing messages, malware or other abusive communications.

Easynet Interactive may limit, suspend or terminate email services where abuse is detected or reasonably suspected.

7. Domain Names

Domain registrations are subject to the rules, policies and dispute procedures of the applicable registry and registrar. Customers are responsible for ensuring registration information is accurate and for complying with applicable domain policies.

8. Security and Abuse

Easynet Interactive may investigate suspected security incidents, abuse, fraud or violations. We may suspend affected services where reasonably necessary to protect our infrastructure, customers or third parties.

9. Resource Usage

Shared hosting resources are allocated for normal website and application use. Customers must not use a shared service as a substitute for a dedicated or specialised infrastructure service where usage materially affects other customers or the platform.

Easynet Interactive may request remediation, impose reasonable restrictions or recommend a more appropriate service where resource consumption creates operational problems.

10. Backups and Data Loss

Customers remain responsible for maintaining independent backups of important data. Any backups provided by Easynet Interactive are a supplementary service and are not a guarantee that all data can be restored after deletion, corruption, hardware failure, security incidents or other events.

11. Suspension and Termination

Easynet Interactive may suspend or terminate services for non-payment, abuse, security threats, illegal activity, material breach of these Terms, or where necessary to protect the network and other customers.

Where practical, we may provide notice before suspension or termination, but immediate action may be taken where circumstances reasonably require it.

12. Cancellation and Refunds

Cancellation and refund eligibility are governed by the Easynet Interactive Refund & Cancellation Policy and any service-specific terms.

13. Service Availability

Easynet Interactive aims to provide reliable services but does not guarantee uninterrupted or error-free operation unless a separate written service level agreement applies.

Maintenance, network problems, hardware failures, software issues, security incidents, upstream provider failures and events outside our reasonable control may affect availability.

14. Customer Content and Responsibility

Customers are responsible for the legality, accuracy, security and integrity of their content, websites, applications, databases and email communications.

Customers must ensure that their use of Easynet Interactive services does not infringe intellectual property, privacy or other rights of third parties.

15. Limitation of Liability

To the maximum extent permitted by applicable law, Easynet Interactive will not be liable for indirect, incidental, special, consequential or loss-of-profit damages arising from the use or inability to use our services.

Customers should maintain appropriate backups and business continuity arrangements for critical data and services.

16. Indemnification

To the extent permitted by law, customers agree to indemnify and hold Easynet Interactive harmless from claims, losses, liabilities and reasonable costs arising from the customer's unlawful use of the services, violation of these Terms, or infringement of third-party rights.

17. Changes to Services and Terms

Easynet Interactive may modify services, pricing, features and these Terms from time to time. Continued use of services after an updated version becomes effective constitutes acceptance of the updated Terms, subject to applicable law.

18. Governing Law

These Terms are governed by the laws of Malaysia. Any dispute shall be subject to the jurisdiction of the courts of Malaysia, subject to any mandatory rights or remedies available under applicable law.

19. Contact

Questions regarding these Terms may be submitted through the official contact details published on <https://easynet.my>.

Contact Information

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