DISCLOSURE STATEMENT

By Future Spirits Malaysia Sdn. Bhd.

At Future Spirits, our mission is to provide high quality enterprise-class service. That means keeping your website and email server up and running at all times. Our team of skilled support technicians is monitoring the network and servers at our data centre 24/7/365 and ready to assist you if you think there might be an issue with the performance or availability of your site.

While we do our best to solve any problem, there are certain issues that are beyond our scope of support.

For example, if you need help debugging the source code for an application you are developing - while we would love to help you - we are not software developers. We can, however, help to confirm whether all of our systems (e.g. databases, network, web servers, etc.) are functioning normally to help you isolate the problem. It is not posible for us to be fluent in every web application or client-side publishing program (there are just too many of them), but we can help with basic configuration settings (e.g. MySQL server address, FTP login information, etc.) for any application or client you might be installing.

When it comes to our shared server services (FutureWeb Malaysia), we are providing a basic common environment for a group of clients to keep costs low. It is not possible for us to tailor the specifications (e.g. version of middleware, type of webmail, etc.) for each individual client. If you have specific requirements that you must meet, kindly speak to our sales team and they will be ready to help you select from a wide range of customizable services such as our Virtual Private Server and Dedicated Server services. The same goes for bandwidth. We uphold a "fair usage" policy whereby all clients using our shared bandwidth should refrain from hogging on the bandwidth for extended period of time to avoid service suspension. If you think you are expecting high traffic volume and you wish to guarantee the continuity of accecss to your website, it is possible to upgrade your service to a dedicated network. We also ask all clients to maintain best practices when it comes to email services, such as choosing a complex password, changing your password regularly and avoid opening suspicious email attachments/links, to avoid being abused by malicious users. Failing to do so might risk your account being abused as a spamming platform and flag spam filters to block your access.

WHAT WE SUPPORT :

Common Services. We continually monitor and ensure that all basic services are working, such as FTP, email, SSH, web services and our Control Panel. Our number one priority is to make sure that the web servers, data centers, and network connections are functioning at optimal performance levels.

Basic e-mail and FTP client configuration. We provide instructions for using the most common e-mail and FTP clients. If you need additional help, do not hesitate to contact our support email at support@future-s.com.my or call us. We will do our best to assist you with making a connection to your account.

Server Software. We will maintain and secure all software that resides on a server, such as SQL, MySQL, PHP, .NET, and Apache. We will determine the version and configuration of the software on our servers. As a result, the software we have installed may not always be the latest version available to the public or be compatible with your application.

THINGS THAT ARE BEYOND OUR SCOPE OF SUPPORT :

Scripts & Applications. We are not capable of reviewing source code, or assisting with the development of your website or application. You are responsible for the installation and operation of any and all scripts and applications. You are responsible for maintaining the latest version of any and all scripts and applications necessary for your site to work properly. We are not capable of determining reasons for sites that become compromised.

Data Backup. You are responsible for maintaining current backups of your data. We maintain our own backups in the event of a disaster; however, we do not guarantee the availability or restoration of any lost data.

Email Restores. We do not offer recovery of lost or deleted emails. We recommend you first check your deleted items folder if you accidentally delete an email. If you have your deleted items folder set to auto-clean or you delete the messages from your deleted items folder, these messages will not be retrievable by Future Spirits. For users that uses our PLESK control panel, it is possible to perform backups on the server but there are things to take note, such as to make sure that you have sufficient disk space on the server, that restoring to any backups will cause you to lose all recent data, and depending on your email software/server settings, your email backups may only contain data for a period of time (past 1 month, 1 week, etc.)

Third party applications. Whether server-side or client-side, we do not support applications other than those that are distributed with our hosting accounts.

Hardware not provided or maintained by us. Some customers like our support so much, they ask us to help them with things completely unrelated to their hosting account (e.g. configuring a printer on their network, setting of email accounts on their smartphones or PCs).

IP address blocking. In recent years, we find that there is a tendency for Malaysia IP addresses to be blocked by international spam filters such as outlook/hotmail or SpamHaus. Spamming or suspicious activities by a single or group of malicious users often cause the blocking of a wide range of IP addresses that will affect honest companies and users. This is a major headache for us and we regret that there is no permanent solution for this issue at the moment. We will try our best to whitelist your IP address with such international spam filters when it happens.

On-site support. As a general rule of thumb, we do not provide on-site support for all our web-hosting or cloud services, namely our dedicated/VPS/shared hosting services, cloud backup services and file-sharing services. Our guarantee is limited to ensuring the continued availability of our services.
Please contact your IT/hardware/software/network vendor if you have issues with your local environment (device, office internet issue, etc).