When Can Your Site Be Suspended Without Notice? The Four Cases, Finding the Cause, and Getting It Back Online

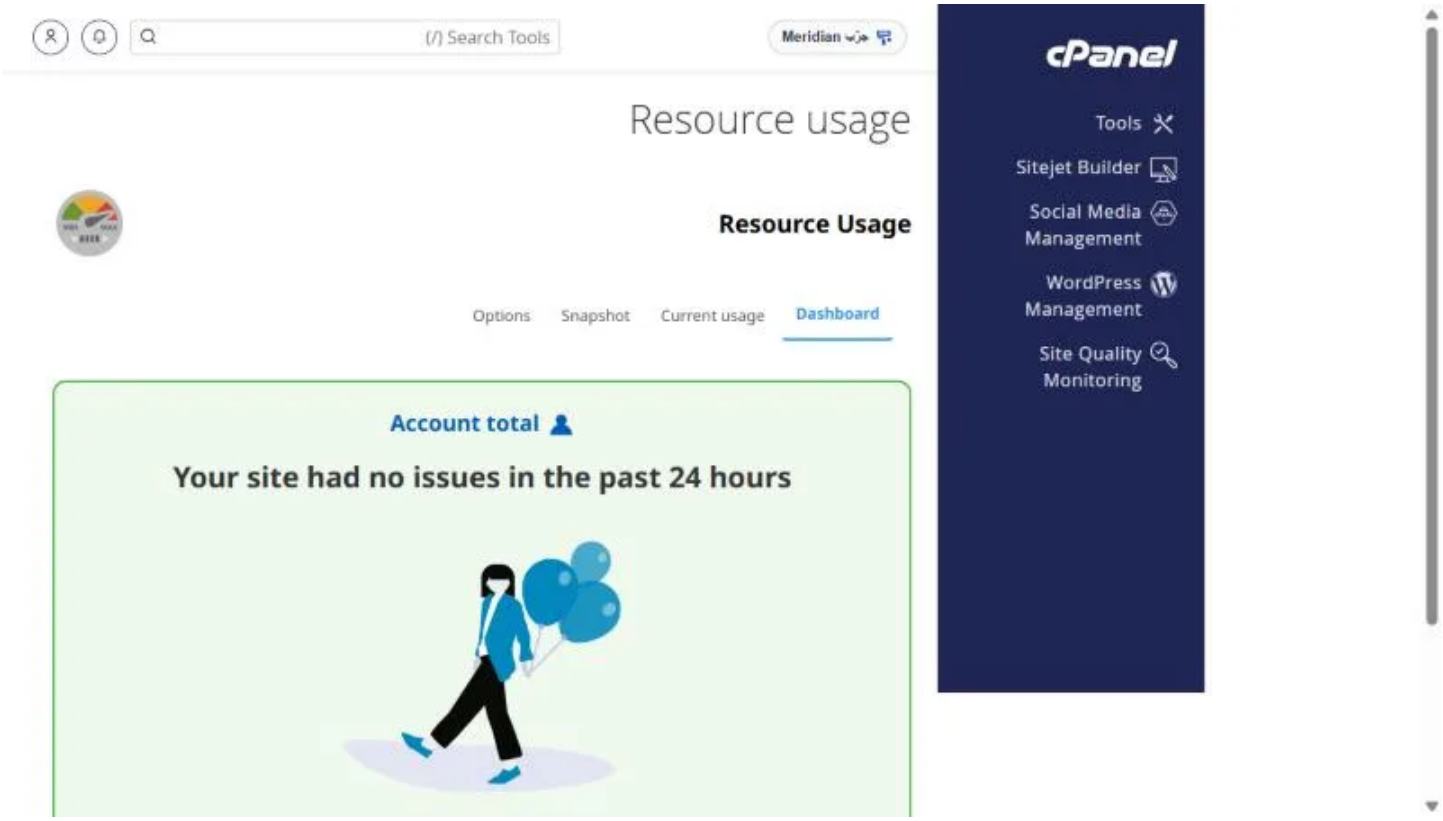
Web Hosting · https://www.hyyat.com/en/knowledgebase/when-will-your-site-be-suspended-without-prior-notice/

The short version Your site may stop without notice in four cases: a **terms of service breach** (malware, spam, usage that disrupts the server), **emergency maintenance**, **running out of data transfer**, or an **unpaid renewal**. For a breach we notify you within 24 hours, which can extend to 48. Open a support ticket to learn the cause and how to restore it.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-hm-suspend-en.mp4?_=1

A sudden suspension is stressful, but in most cases it is protection: of your site from greater harm, or of the other sites on the server. Finding the cause comes first, and the fix is often quicker than you expect.

The four cases



Case	Examples	Notification
Terms of service breach	Malware or a hack, sending spam, sudden usage that disrupts the server, attempts to harm other sites	Within 24 hours of suspension, possibly up to 48
Emergency maintenance	A fault in the server or part of it that needs immediate work	By email if downtime will last over 24 hours
Data transfer used up	The full monthly transfer allowance consumed	We email you as you near the limit: data transfer
Unpaid renewal	A renewal invoice left unpaid	Invoice and reminder emails

The most common cause we see: malware

Site owners rarely upload malicious files themselves. They arrive through an outdated plugin or theme with a known hole, or a “nulled” copy of a paid plugin. Suspension here stops your site spreading harm to visitors or sending spam in your domain’s name.

1. **Open a ticket** and ask for the reason: a support ticket.
2. **Clean the site** with cleaning a hacked WordPress site, or ask for help.
3. **Update everything** WordPress, plugins and themes, and remove what you do not use.
4. **Change passwords** for the site dashboard, cPanel, email and FTP.
5. **Ask for reactivation** in the same ticket once it is clean.

When the cause is spam

A hacked mailbox or an unprotected contact form can send thousands of messages in your domain's name. That harms the whole server's reputation. The fix is in what to do if your email is hacked.

A real-world example: A shop went down one morning. The cause: an old slider plugin with a known hole, used to plant a spam-sending file. The plugin was removed, the files cleaned and the passwords changed, and the site came back the same day.
A mistake to avoid: Restoring an old backup over a hacked site without finding the hole. The hole comes back with the backup and the hack repeats.
The full terms of service are on the usage agreements page of our site.

The summary for quick readers

- Four cases: a breach, emergency maintenance, used-up transfer, non-payment.
- For a breach we notify you within 24 hours, possibly up to 48.
- A ticket is the fastest way to learn the cause and restore the site.

If you receive an abuse report

Sometimes an outside party reports that your site or email is sending spam, hosting a phishing page or serving malicious files. The site is then suspended to protect others, and you receive a ticket with the report details.

1. **Read the report in the ticket** it lists the link, file or messages complained about.
2. **Remove the cause** delete the file or page, clean the site, or stop the compromised mailbox.
3. **Change passwords** for the site dashboard, cPanel and email.

4. **Reply to the ticket** describe what you did and ask for reactivation.

Frequently asked

Are my files deleted when suspended?

No, suspension blocks access and the files stay until the cause is resolved.

How do I know it is suspended rather than broken?

A suspended-account page usually shows instead of your site. For other errors: hosting error guide.

Does email stop too?

Usually yes, since it is on the same account.

My site stopped after the renewal date. What now?

Pay the invoice in the client area and the account returns once paid.

Need this service from Hyyat Host?Our team handles it for you, with support replying to tickets within 24 hours at most.

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