



Renee Lempert <reneelemper@gmail.com>

HostGator Customer Support [OEML-912927]

3 messages

cases-support@hostgator.com <cases-support@hostgator.com>

Mon, Aug 21, 2023 at 9:25 AM

Reply-To: cases-support@hostgator.com

To: reneelemper@gmail.com



Dear Renee,

Thank you for contacting HostGator Support. This case has been escalated to restore content to your account from one of our emergency backups. Before we proceed with your restore request, please reply with written confirmation of the following:

- Approval of the \$50 restore fee.
- Confirm the type of restore you need and the date to restore from.

Option 1: Limited cPanel restore. This will recover all website directories and files. Databases are not included. This option is quicker, but less precise.

Option 2: Precision restore. You will need to specify the files and/or databases to restore along with the date to restore from. This option requires more specialized admin work and will take more time to resolve.

For more information on our backup policies, please visit

<https://www.hostgator.com/help/article/backup-policy-do-you-provide-backups>

Please reply with fee approval and your desired option as soon as possible to avoid delays in the completion of your restore. Thank you for choosing HostGator.

Kind Regards,
Customer Support



Your services are subject to the terms and conditions set forth in our [Service Agreement](#), which you accepted at the time of purchase. Please note, in accordance with our [Privacy Policy](#), we will continue to send you notices and other important information affecting your account or services in order to fulfill our obligations to you.

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Renee Lempert <reneelempert@gmail.com>
To: cases-support@hostgator.com

Mon, Aug 21, 2023 at 9:37 AM

I approve of the \$50 restore fee to my website. This morning I called to cancel my billing for the Optimized hosting package because at the end of July 2023 I paid for a Baby Hosting Package. The agent who sold me that package did not tell me my files from the Optimized Plan would need to be moved over. Also, today the customer support person who I asked to cancel my Optimized package did not tell me that this cancellation would result in my website shutting down and my losing all my files. As a result, I would like you to waive the restoration fee.

I would like you to use Option 1 to restore my files.

Thank you.

Renee Lempert

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Renee Lempert <reneelempert@gmail.com>
To: cases-support@hostgator.com

Tue, Aug 22, 2023 at 8:22 AM

I forgot to add to my response that I would like my files to be restored from yesterday, 8/21/2023 and I choose the Option 1 restore. Yesterday your company canceled my Optimized hosting plan and didn't tell me or switch my files over to my new Baby Plan which I had already paid for at the end of July 2023. I approve of paying the \$50 restore fee however I am protesting it since I was never informed that switching hosting plans would cause my website to be shut down.

Thank you.

Renee Lempert

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