

SurfHosting - ☐

We have updated our terms of service to remove SurfHosting as a hosting provider for client support immediately and for the foreseeable future due to a database leak and the management team not coming clean about this to potential and current clients. **NO** clients will be put onto this hosting provider until further notice. Please see the attached security breach notification created by the team **InfraCharm** - [SurfHostingLLC-BreachReport-InfraCharm.pdf](#)

We have provided a solid review on TrustPilot to the company which can be seen here:

This review is currently taken down due to SurfHosting consistently attempting to dispute it by stating it is not based on a genuine experience.

<https://www.trustpilot.com/reviews/66990f1e76f8bb136f740fe0>

You can see the images here:



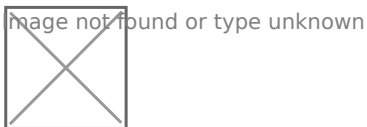
August 1st: SurfHosting is a multi location hosting provider, based in Chicago and Netherlands for their dedicated hosting range. Most hardware is owned and co-located with their partners who have a proven track record of reliable uptime. What makes SurfHosting recommended is due to their pricing being lower than their partners, making them a loss in the beginning with ROI being longer than the typical 6 months.

Unfortunately, 1 star has had to be removed from this provider due to their extremely intrusive advertising arrangements towards server owners of the MC community. Server administrators, mostly system admins and lead experts with multiple years of experience finding the right system for their client are ignored completely when one of their Customer Success Representatives contact the owner of the network directly. On multiple occasions, we here at Jasmeow.Systems have

peacefully requested SurfHosting to stop advertising their hosting provider when the Systems Lead has their role in the clients Discord to prevent conflict of interest and backdoor selling. In relative terms, this means that some clients don't notify us when purchasing a new system until the last minute or causes significant undue stress with switching providers where clients are happy with their current one, make up their own decisions without listening, and switch.

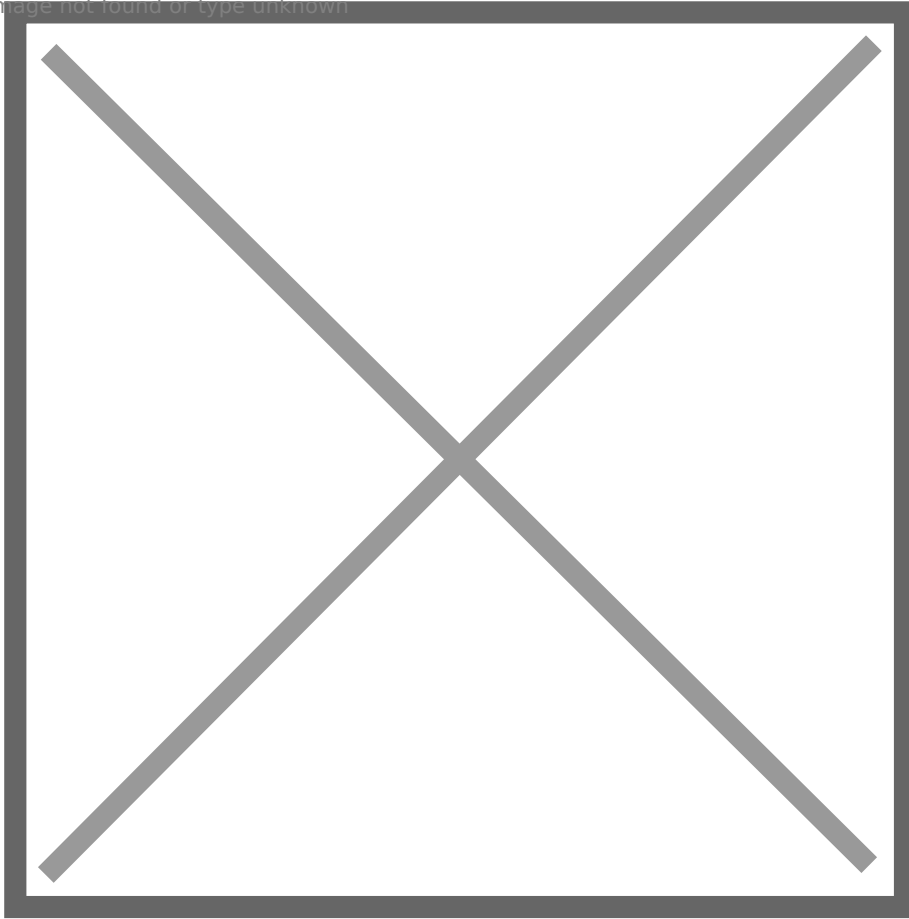
Additionally, another 2 stars have to be removed due to their recent evidence of one their ownership team lying to a potential client about another hosting provider having absolutely poor service and uptime. **What's even worse** is that they state "We just had someone switch to us from them" and "They had a long rant about how much they hated **x** company" which is completely false - They still remain with that hosting provider and are more than happy with where they are currently at. **To make it even more ironic**, they used **Jasmine's** announcement about faulty hardware in the DC to try and persuade the client to join them...

The DM:



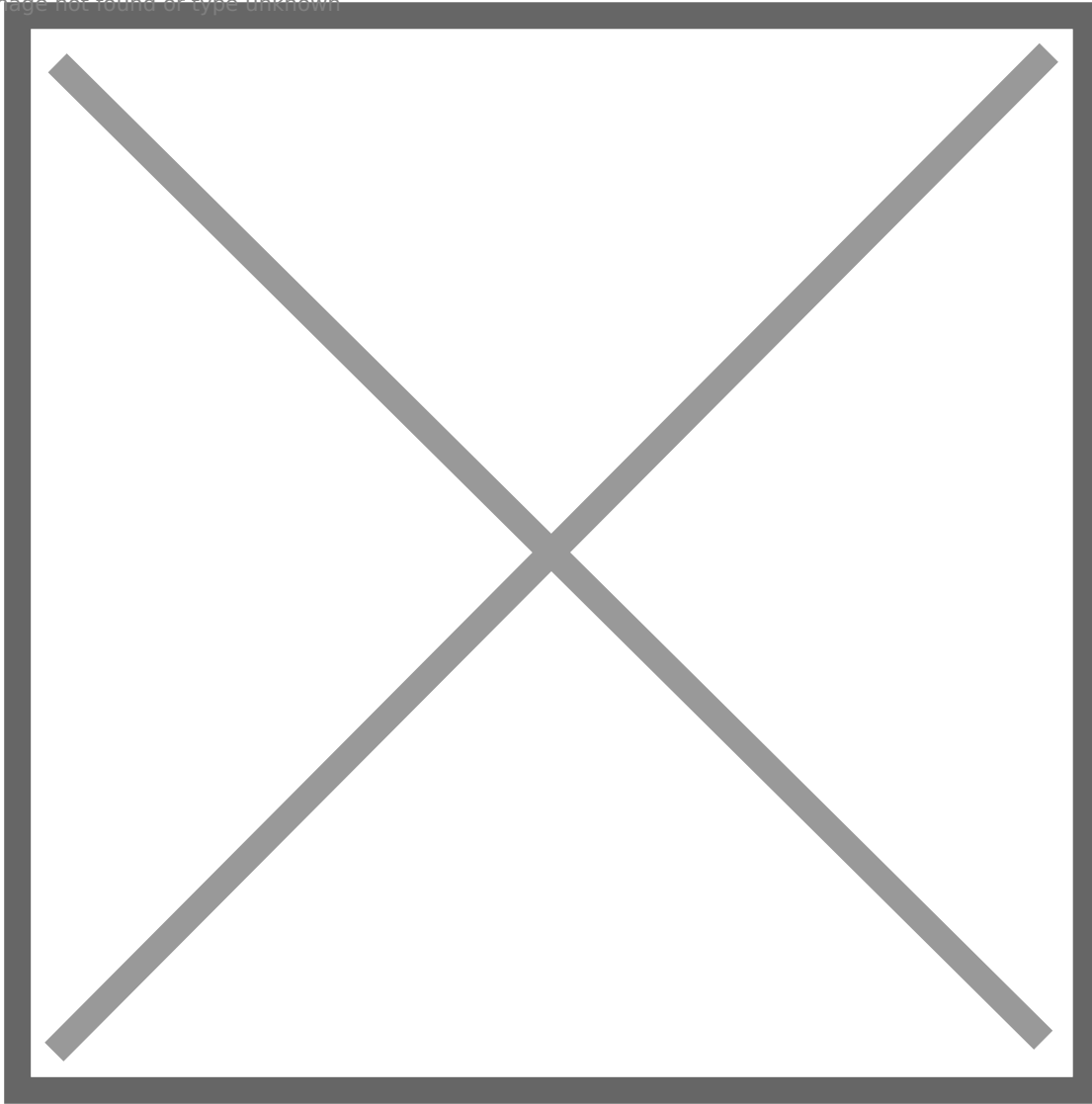
Our announcement:

Image not found or type unknown



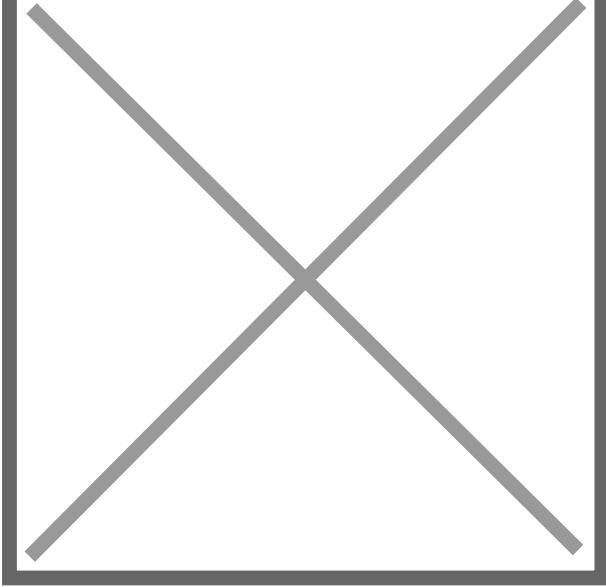
Keep in mind, this gets much worse. With the potential client talking to the management team member, he states 15 minutes later "You know it's a little rude to screenshot a conversation" to attack the client.

Image not found or type unknown



Additionally, once the client states "I don't like slander", the management member "*drills themselves a hole*" as the common phrase goes by stating "Slander is making a false statement"... which they literally did 20 minutes ago with:

Image not found or type unknown

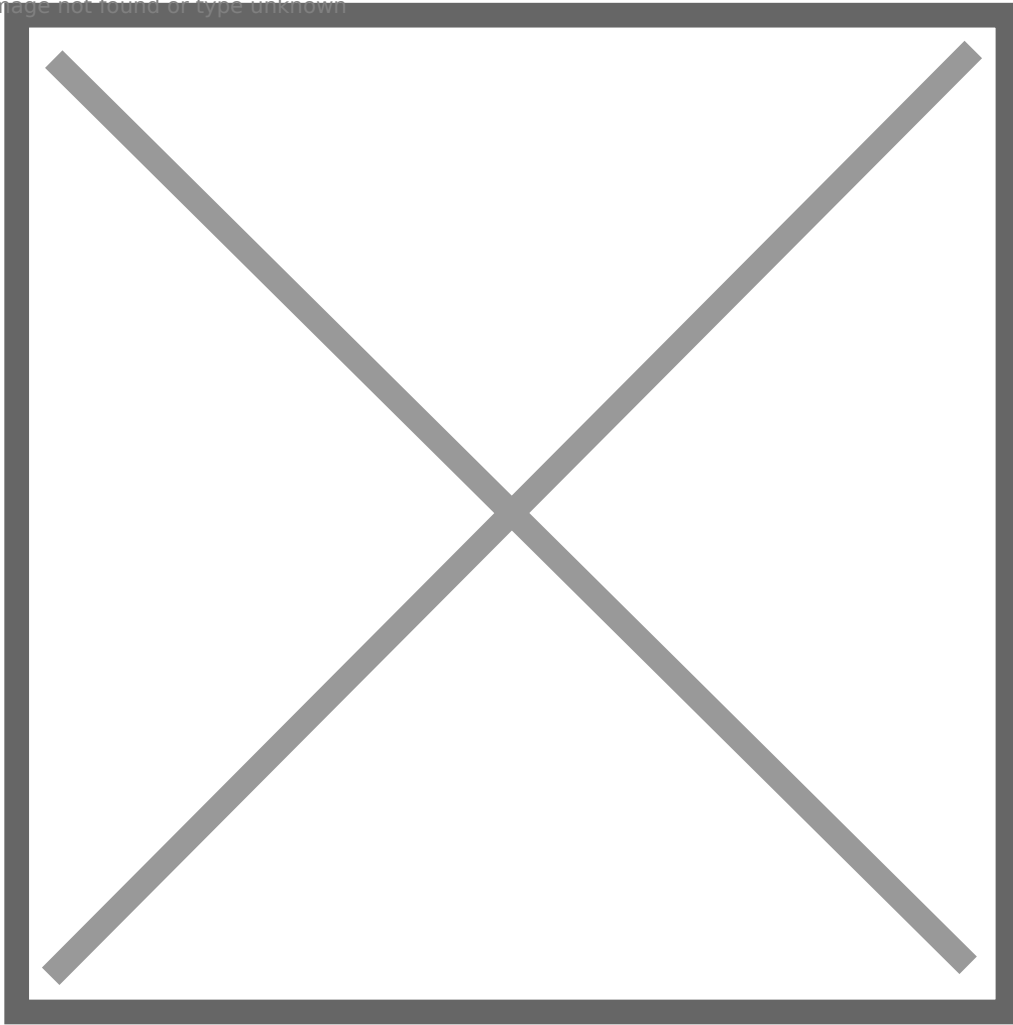


Market your company properly or don't at all... ☐☐♀


Update 16/10/24 - Looks like they are still continuing to advertise maliciously.


<https://www.trustpilot.com/reviews/66f377d35e98278385eea02f>






Image not found or type unknown



Update 22/11/24 - So, found another one with them advertising maliciously. Additionally, today their Discord got raided by the individual Connor C and provided every user with administrator permissions.



James
1 review  GB



15 hours ago



Horrible experience and spammy adverts


I would of thought at this point Alissa G would of learnt to leave people alone and stop joining every single Minecraft server spamming them with adverts, but no.

Surf Hosting use shameful spammy advertising tactics to draw customers away from other hosts.

Stop joining every server and spamming us with adverts Alissa.

Date of experience: November 21, 2024

 Useful  Share



Revision #10

Created 28 May 2024 23:55:07 by JasmeowTheCat

Updated 22 November 2024 11:40:10 by JasmeowTheCat