

Account Suspension and Reinstatement

INTERNAL — Helix Engineering / CS Operations

REASONS FOR SUSPENSION

(1) Failed payment after all retries. (2) Terms of service violation. (3) Detected security incident on the customer's account. (4) Customer-requested suspension.

SUSPENSION EFFECTS

When an account is suspended: workflows pause at end of current run. New runs do not start. UI displays a banner with the reason. API returns 403 with `account\_suspended` error code. Data is retained.

FAILED PAYMENT SUSPENSION

Triggered automatically after the 3rd retry fails. Workspace owner is emailed. Account remains suspended until payment method is updated and a successful charge occurs. Re-enabled automatically within 1 hour of payment.

ToS VIOLATION SUSPENSION

Manual suspension by Trust & Safety. Common reasons: spam, abuse, illegal content. Send the customer the violation notice with details. Reinstatement requires their attestation that the issue is resolved.

SECURITY INCIDENT SUSPENSION

If we detect compromised credentials or unusual API activity suggesting account takeover, we suspend immediately and contact the workspace owner via the verified email of record. Reinstatement requires identity verification.

CUSTOMER-REQUESTED SUSPENSION

Customers can request a temporary pause (e.g., during a hiring freeze or seasonal lull). They retain data but stop being charged. Maximum suspension period is 6 months.

REINSTATEMENT

Reinstatement is logged in the audit log with the approver. Always confirm the reason for original suspension is resolved before reinstating.