

Service Terms and Conditions

The Service Terms and Conditions are common for all Clients.

The Service Terms and Conditions define the Agreement entry procedure and the main terms to be adhered to by the Parties in the course of discharging the Agreement for provision of the Client-selected services by the Provider. In case of any discrepancies between the Agreement wording and the text of the present Service Terms and Conditions, the latter shall prevail.

The Provider's Services may be used for lawful purposes only.

The Provider may immediately suspend or delete any website, account, database or another server component, if it fails to comply with the present Terms and Conditions.

The Provider may immediately discontinue provision of the Services for the Client and terminate the Agreement, if the Client violates one or more clauses hereof.

Rendering of the Services shall be resumed upon Client's written request containing information about the measures taken to eliminate the violations and guarantee avoidance of such violations in future.

If the Client fails to meet the Services payment obligations, rendering of the Services shall be resumed by the Provider after the Client makes payment.

1. Web hosting Services on dedicated servers

1.1. The Provider refuses to provide the Services to the Client if the Provider becomes aware that the content of the Client's resources, for which the Client requires web hosting Services, will contradict the laws or norms of international law, except the case the Provider checks for the violation by the Client of the exclusive rights of third parties. The Provider does not conduct specific checks or "censorship" of the content of the Client's resources, and the Client is responsible for the content of their resources and the use of the Provider's Services independently.

1.2. It is prohibited to use dedicated servers for deployment of systems or system elements for maintenance, calculation, and use of digital currencies (cryptocurrency mining, distributed platforms, generation of new blocks providing the ability to obtain remuneration in the form of new units and fees etc.).

1.3. The Provider has the right to temporarily suspend the provision of Services to the Client in the case (in addition to other mentioned cases in the Agreement) if the Client fails to timely pay for the Services.

1.4. Restoring of Services starts after the Client's payment.

1.5. In case that the Client doesn't make necessary payment within 3 calendar days after such suspension of Services, the Provider may, in addition to the other rights stated above, remove the equipment installed and adjusted to provide the Client with the Services,. In case the equipment provided by the Client and installed at the Provider's site is removed by the Provider due to violation of the obligations by the Client, the Provider accrues fixed monthly payments during the Services suspension period and the Client shall effect such payments. In order to resume rendering of the Services under the Agreement, the Client shall pay the arrears, penalty, and cost of equipment reinstallation/readjustment. The Provider shall not be liable for integrity of Client's data since equipment removal. Removed equipment may be handed over to other Clients of the Provider; in this case, resuming of Services provision on this equipment is impossible.

2. Issuing of SSL certificates

2.1. An Order for issuing an SSL certificate shall be placed in the given order. The following shall be specified in an Order: the certificate type, validity period, CSR query, as well as any other information necessary to issue a certificate. The Client guarantees reliability of all the data specified.

2.2. The Client guarantees functioning of the mail box specified in an Order as the "Email for Confirmation" during the entire period of Services rendering.

2.3. The Client shall confirm to be entitled to control the domain name an SSL certificate is issued for.

2.4. The Provider may request additional information and documents and/or require confirmation of previously provided scanned documents and/or links to business references, as well as require translation of all the information into English during the entire period of Services rendering. Should the Client fail to provide additional information and/or confirm previously provided information at Provider's request, the Provider may decline an order or withdraw an SSL certificate. If an order is declined or an SSL certificate is withdrawn, the advance payment shall not be refunded.

2.5. The Provider shall proceed to issuing an SSL certificate after receiving payment in full and provided all the necessary documents, information, CSR query are submitted to the full extent. Issuing a certificate may take up to 30 days, depending on the certificate type. The Provider may engage third parties for Services rendering.

2.6. The Provider shall be deemed as discharged its obligations under the corresponding Order upon sending an issued SSL certificate to the Customer to the "Email for Confirmation"

2.7. The Client shall bear all the risks and be fully liable for using an issued SSL certificate.

2.8. The Provider shall not be liable for any losses (including loss of profit) incurred by the Client as a result of Service rendering and withdrawal of an SSL certificate during its validity period.

2.9. In case it is impossible for the Provider to discharge its obligations due to the Client's fault, the Services shall be paid in full.

3. Registration of Domain Names

3.1. The terms of registration, prolongation, transfer, and other actions related to domain names are stated in the Agreement, herein, and the rules established by domain name registrars in the corresponding domain name zone (hereinafter referred to as the "Registrar"). The Client is notified that registration data is public information in certain domain zones and anonymization of registration data may be charged in addition.

3.2. In case of registration, prolongation or transfer of a domain name, the Client shall read and understand the rules of registration and use of domain names in corresponding zones and specify true information in the application before filing the registration application.

3.3. The Client acknowledges and accepts that the Registrar may directly contact the Client or its specified representative regarding verification of the contact data, domain name prolongation according to the procedures established by authorized organizations.

3.4. The Client shall be fully liable for prolongation of the domain names registered to the Client.

3.5. The Provider may independently choose a registrar for maintaining the information about the corresponding domain name and delegate such responsibilities among registrars during registration, prolongation, and transfer of a domain name.

4. Backup Services

4.1. The Client connects the Service via the Order in the Client area.

4.2. The Client independently installs specialized software for backup purposes in the computing environments.

4.3. The Client manages the Service independently through the control panel.

4.4. Unless otherwise specified, payment for the service is billing based on the maximum storage volume used by the Client within the billing month.

4.5. The Service is provided on a pay-as-you-go basis.

5. Service of protection from Ddos-attacks

5.1. The service provides cleansing (filtration) of incoming traffic on the computing environments.

5.2. The mentioned cleansing is aimed at reducing the load on the attacked resource by detecting and blocking parasitic traffic, and it provides:

- Traffic cleansing from parasitic components at a level of 98% for attacks such as UDP Flood, ICMP Flood, SYN-Flood (including IP address spoofing), HTTP Flood.
- Traffic cleansing from parasitic components at a level of 90% for other types of attacks at the OSI layers 3-4.
- The level of false blocking of legitimate users is no more than 2% (the IP address of a legitimate user is passed with a probability of 98% after 5 minutes from the start of the attack).

5.3. To subscribe to the Service, the Client orders the Service in the Client area, specifying the parameters to which the Service should be connected, as well as other technical data.

5.4. The Service is activated by the Provider within 24 (twenty-four) hours from the moment of placing the order and payment.

5.5. The Service is exclusively connected to active computing environments of the Client.

5.6. The Service provides protection at the 2nd, 3rd, 4th, and 7th layers of the OSI model. Protection at the 2nd, 3rd, and 4th layers is activated automatically upon Service activation.

5.7. To activate protection at the 7th layer of the OSI model (domain name protection), the Client must independently specify the name of the protected domain(s) and other technical data in the Service control panel. Without proper activation of this protection, actual cleansing of parasitic traffic by domain name will not be performed. The Client is charged for the Service throughout the entire service period, regardless of the User's proper activation of the Service.

5.8. When billing the Service, only cleansed (filtered) traffic is taken into account, i.e., traffic that enters the Client's computing environment.

5.9. When the Service is connected, a mandatory change of the computing environment's IP address to an IP address from the protected range is performed. When the Service is disconnected, a mandatory change of the computing environment's IP address to an IP address from the unprotected range is performed.

6. Server Care Service

6.1. The Service is exclusively provided for computing environments with ISPmanager software actual version. For computing environments with different installed environments, the Service is provided upon agreement.

6.2. The number of requests in a calendar month is determined by the Rate.

6.3. The Service is provided for the following operating systems: Debian, Ubuntu, CentOS, FreeBSD, Alma Linux. The Service is exclusively provided for "stable" versions of the operating systems that are supported by the developer. Administration for Windows-based operating systems is provided upon agreement.

6.4. Any work performed within the administration package can be done on individual terms outside the administration package.