

Terms of service

The Service Provider takes all necessary measures to ensure that the following rules are not violated (intentionally or unintentionally) by the Client. The basis for investigating a potential violation of these rules is a complaint, supported by the original text of the message, received from a telecommunications operator, another organization, or third parties whose legal rights have been infringed.

In the event of violations, the Service Provider reserves the right to suspend the provision of services to the Client. After a thorough investigation and if a solution to rectify the violation cannot be found in collaboration with the Client, the Service Provider may terminate the provision of services.

Rules

1. Sending Spam using the Service Provider's equipment is prohibited. Spam is not limited to email distribution and includes other commonly accepted definitions on the Internet.
2. Passive Spam is prohibited, i.e., sending Spam without using the Service Provider's equipment but containing a link to the Service Provider's website.
3. Violating the rights of third parties using the Service Provider's services is prohibited. This includes (but is not limited to): posting or distributing private information about third parties without their consent; violating intellectual property rights; posting or distributing defamatory information about third parties.
4. Posting and distributing any information (infected with viruses or containing malicious components) that can harm and cause losses to the Service Provider and/or third parties is prohibited.
5. It is prohibited to violate the legislation of the Russian Federation using the Provider's services. This includes, but is not limited to:
 - publishing or distributing information that promotes the dissemination of narcotics;
 - attempts of unauthorized access to computer systems;
 - infringement of third parties' intellectual property rights (piracy, copyright violations, etc.);
 - publishing or distributing materials the dissemination of which is prohibited or restricted under the applicable legislation of the Russian Federation;
 - publishing and/or distributing information that promotes violence or extremism, incites racial, national, or religious hatred;
 - processing third parties' personal data without the consent of the data subjects or without other legal grounds for such processing;
 - publishing online casinos, roulettes, or other projects involving gambling or prize draws;
 - publishing information that may mislead Internet users, including publishing third parties' contact details.
6. The following is prohibited on the Provider's resources:
 - publishing torrent trackers, Internet radio, online games, live broadcasting of programs (including sports events), online cinemas, doorway sites (pages), HYIP projects, websites offering betting forecasts, "cappers";
 - publishing applications running in the background (daemons) under virtual hosting, VIP hosting, and 1C-Bitrix hosting plans;
 - publishing programs/scripts for artificial boosting (likes on social networks, visits, contests, etc.);
 - publishing websites that force redirection to third-party resources in violation of these Rules;
 - publishing pornographic materials;
 - publishing applications used for cryptocurrency mining;
 - publishing websites containing links to third-party resources that violate these Rules;

- carrying out activities aimed at maintaining distributed platforms and generating new blocks with the possibility of receiving rewards in the form of new units and commission fees in various cryptocurrencies (mining, cryptocurrency extraction, etc.);
- publishing infrastructure and/or specialized software intended for mass email distribution.

7. It is prohibited to perform, without the consent of the owners, scanning of Internet elements in order to search for any type of vulnerabilities, using the Provider's services.

8. It is prohibited to use the Provider's resources to provide mass public email services, VPN services, or proxy services.

9. It is prohibited to specify a non-existent or falsified email address as a return address when using the Provider's equipment.

10. It is prohibited to perform any actions that may disrupt the normal functioning of the Provider's or third parties' equipment and/or software.

11. Any attempts to gain access to the Provider's own resources, as well as to any Internet resources belonging to third parties, without their consent, including cybersquatting, are prohibited.

12. It is prohibited to use the Provider's dedicated IP addresses to host websites included in the "Unified Register of Domain Names, Website Page Indexes on the Internet, and Network Addresses Allowing the Identification of Websites on the Internet Containing Information the Distribution of Which is Prohibited in the Russian Federation."

13. If the Customer has bonus domains, when the Customer selects the service of registering/renewing a domain name, such bonus domains are charged first, provided that the domain zone of the registered/renewed domain matches the domain zone of the bonus domains available to the Customer. Bonus domains cannot be used for the registration or renewal of premium domains.

14. Any bonuses received by the Customer from the Provider cannot be exchanged for other types of bonuses or for monetary compensation or payments (except for bonus funds accrued under the affiliate program).

15. The Provider reserves the right to make changes to the Customer's software if the Customer requests assistance through the Provider's ticket system or if clause 11 of these Rules is violated.

16. The Provider reserves the right to refuse to serve the Customer or to provide services in cases of inappropriate behavior by the Customer, insults directed at the Provider's representatives, or the use of obscene language.

17. When using the Provider's Services to conduct activities that, under the laws of the Russian Federation, are subject to certification or licensing, the Customer must possess duly issued licenses, certificates, and other permits required to conduct such activities in the Russian Federation. In the absence of the required certificates and licenses, the Provider shall not be liable for the Customer's use of the Provider's Services in violation of applicable law.

18. In the event of repeated or systematic violations of these Rules by the Customer, the Provider reserves the right to fully suspend the provision of services to the Customer and/or refuse service.

19. To ensure additional security measures for accessing the Customer's Control Panel, the Provider reserves the right to enforce a forced password change for the account, as well as to enable two-factor authentication for access to the Control Panel.

Technical restrictions for Customers using shared hosting plans

20. It is prohibited to exceed the established limits on the use of server resources for shared hosting, 1C-Bitrix hosting, and VIP hosting. If the Customer exceeds the established limits on system resource usage, which results in a noticeable deterioration of service quality for other Customers, the Provider has the right to impose restrictions on the Customer's service and fully suspend it, or to connect additional paid options that expand the Customer's tariff plan to the level of resources actually used.

20.1. It is prohibited to exceed the statistical load (CP) created by the user's processes on the server processors per day by more than:

- 80 CP on the Blog plan;
- 100 CP on the Start plan;
- 130 CP on the Noble plan;
- 150 CP on the Great plan;
- 250 CP on the Bitrix-1 plan;
- 350 CP on the Bitrix-2 plan;
- 450 CP on the Bitrix-3 plan;
- 300 CP on the VIP Town plan;
- 400 CP on the VIP City plan;
- 500 CP on the VIP Mega plan.

20.2. It is prohibited to exceed the statistical load on the MySQL server (CP), created by the user's queries on the server processors per day by more than:

- 2500 CP on shared hosting plans Blog, Start, Noble, Great;
- 5000 CP on VIP plans Town, City, Mega;
- 5000 CP on the Bitrix-1 hosting plan;
- 6000 CP on the Bitrix-2 hosting plan;
- 7500 CP on the Bitrix-3 hosting plan.

20.3. If an "information services agreement" is in place between the Provider and the Customer, limits on statistical load (CP) may be increased depending on the number of active clients the Customer brings to the Provider:

- 1–3 active clients → maximum load × 1.3;
- 4–10 active clients → maximum load × 1.5;
- 11–30 active clients → maximum load × 2;

- more than 30 active clients → maximum load × 3.

An “active client” is understood to mean a client of the Provider who has no outstanding debt to the Provider or has paid for the Provider’s services within the last 3 calendar months.

20.4. The following restrictions are set on the Provider’s equipment:

- maximum simultaneous processes handling requests for one domain on Blog, Start, Noble, Great, Town, City, Mega plans — 30;
- maximum simultaneous processes handling requests for one domain on Bitrix-1, Bitrix-2, Bitrix-3 plans — 60;
- maximum number of simultaneously open files per process — 32;
- maximum RAM usage on Blog, Start, Noble, Great, Town, City, Mega plans — 6 GB per process;
- maximum RAM usage on Bitrix-1, Bitrix-2, Bitrix-3 plans — 5 GB per process;
- maximum simultaneous MySQL connections on Blog, Start, Noble, Great, Town, City, Mega plans — 50;
- maximum simultaneous MySQL connections on Bitrix-1, Bitrix-2, Bitrix-3 plans — 50;
- maximum email size — 75 MB (message content is base64-encoded, which increases size by 30%);
- maximum file size transferred via POST request — 999 MB;
- maximum number of files per user account — 5,000,000;
- total MySQL database size must not exceed disk space allocated in the tariff plan;
- maximum SMTP emails — 30 per minute, 1500 per hour, with a size not exceeding 75 MB (base64 overhead +30%);
- maximum emails via php mail() — 30 per minute, with a size not exceeding 70 MB (base64 overhead +30%);
- maximum number of mailboxes per user account — 1000;
- total maximum mailbox size per user account must not exceed double the disk space allocated under the tariff plan;
- it is prohibited to host applications used on third-party sites and programs running in the background (daemons).

21. On Blog, Start, Noble, Great plans, it is allowed to add up to 200 CP to the maximum allowed CPU load; on Bitrix-1, Bitrix-2, Bitrix-3, Town, City, Mega plans, up to 650 CP. On other plans, increasing load limits is prohibited.

22. On Blog, Start, Noble, Great plans, it is allowed to add up to 5500 MySQL (CP) to the maximum allowed CPU load; on Bitrix-1, Bitrix-2, Bitrix-3, Town, City, Mega plans, up to 15,000 MySQL (CP). On other plans, increasing load limits is prohibited.

23. On Blog, Start, Noble, Great plans, it is allowed to add up to 5 websites; on Town, City, Bitrix-1, Bitrix-2, Bitrix-3 plans, up to 10 websites; on the Mega plan, unlimited. On other plans, adding websites is prohibited.

24. On Blog, Start, Noble, Great plans, it is allowed to add up to 5000 MB of disk space; on Town, City, Mega, Bitrix-1, Bitrix-2, Bitrix-3 plans, up to 70,000 MB. On other plans, adding disk space is prohibited.

Technical restrictions for Customers renting a dedicated server

25. The dedicated server rental service is provided only if the Provider has the relevant technical capability.

26. Service provision may begin within 30 days from the date of contract conclusion and first payment, depending on the Provider's technical capabilities. By agreement between the Customer and the Provider, this period may be extended.

27. The Customer undertakes to respond to the Provider's requests regarding the operability of the Customer's and Provider's software, sent by the Provider to the Customer's contact email, within 7 (seven) days. If no response is received within the specified period, the Provider reserves the right to modify the configuration of the Server's hardware and software, as well as to update software. Such a request may be sent by the Provider in cases including (but not limited to) detected failures or critical vulnerabilities.

28. When using the Server Administration service, a pre-defined set of software is installed (Linux, Apache, Nginx, MySQL, PHP). The Provider has the right to update this set of software without prior notice to the Customer. Installation and updating of other software is carried out solely at the discretion of the Provider and subject to technical capability. The Provider may also change settings, configurations, source code, and hardware of the server without prior notice to the Customer.

29. In the case of self-administration, the Provider provides the Customer with the technical ability to independently install the operating system and software. The Customer is responsible for safeguarding the access data provided for this purpose.

30. The installed server(s) are hosted at the Provider's technical facility and connected to an Ethernet switch at 1000 Mb/s in full-duplex mode. 30 TB of traffic is included in the service fee; excess traffic is billed additionally. Connection speed may be increased upon the Customer's request and purchase of an additional service, subject to technical capability.

31. A guaranteed bandwidth of 1000 Mb/s in full-duplex mode is provided for each server.

32. Traffic for the server(s) is not limited in terms of inbound/outbound ratio.

Restrictions for Customers using cloud virtual servers (VPS)

33. The Provider may limit or suspend services to the Customer in cases of:

- exceeding limits set by the tariff plan;
- high consumption of any system resources (except those guaranteed by the tariff plan), which may cause harm and/or failure to the Provider's or third parties' equipment/software, and/or noticeable deterioration of service quality for other customers;

- conducting, directly or indirectly, mass email campaigns or similar mailings of any kind directly from the VPS (without specialized external services), without prior approval from the Provider;
- violation of these Rules.

34. A guaranteed bandwidth of 60 Mb/s in full-duplex mode is provided for each VPS.

35. Traffic for the server(s) is not limited in terms of inbound/outbound ratio.

The hosting services are also subject to the License Usage Rules, which can be found here:

<https://beget.com/ru/licenzionnye-pravila-ispolzovaniya-po>