

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. The following are prohibited on the Service Provider's resources:
 - Posting or distributing information that promotes drug distribution;
 - Attempting unauthorized access to computer systems;
 - Violating the intellectual property rights of third parties (piracy, copyright infringement, etc.);
 - Posting and/or distributing information that promotes violence or extremism, incites racial, national, or religious hatred;
 - Processing personal data of third parties without the consent of the data subjects or without other grounds for such processing;
 - Posting online casinos, roulette, and other projects aimed at drawing gaming values;
 - Posting information that may mislead Internet users, including posting third-party contact information.
 - Hosting torrent trackers, internet radio, online games, live broadcasts of shows including sports events, online cinemas, doorway pages, HYIP projects, sites offering betting forecasts, and tipster services;
 - Hosting applications running in the background (daemons) on virtual and VIP hosting plans without prior approval from Service Provider;
 - Hosting programs/scripts for inflating: likes on social networks, visits, contests, etc.;
 - Hosting websites that force redirection to external resources that violate these Rules;
 - Hosting materials of a pornographic nature;
 - Hosting applications used for obtaining/mining cryptocurrencies;
 - Hosting websites containing links in their content to external resources that violate these Rules;
 - Engaging in activities to support distributed platforms and create new blocks with the possibility of receiving rewards in the form of new units and commissions in various cryptocurrencies (mining, cryptocurrency mining, etc.).
6. Scanning elements of the Internet for any type of vulnerabilities without the consent of the owners using the Service Provider's services is prohibited.
7. Using the Service Provider's resources to provide mass public email services, VPN services, or proxy services is prohibited.
8. It is prohibited to use a nonexistent or fake email address as a return address when using the Service Provider's equipment.
9. Any actions that may disrupt the normal functioning of the Service Provider's equipment and/or software or that of third parties are prohibited.

10. Attempting to access the Service Provider's resources or any Internet resources belonging to third parties without their consent, including cybersquatting, is prohibited.

11. The Client is prohibited from using the Service Provider's services to engage in any activities that are illegal under applicable law, including but not limited to money laundering, terrorist financing, and trafficking in illegal goods or services. The Service Provider reserves the right to terminate services immediately if such activities are detected.

12. If the Client has bonus domains, when the Client chooses the service of registering/renewing a domain name, these bonus domains will be debited first, provided that the domain zone of the domain being registered/renewed matches the domain zone of the bonus domains available to the Client. Bonus domains cannot be used for the registration or renewal of premium domains.

13. Any bonuses received by the Client from the Service Provider are not subject to exchange for other types of bonuses or monetary compensation and payments (with the exception of bonus funds accrued under the affiliate program).

14. The Service Provider reserves the right to make changes to the Client's software in case the Client requests assistance through the Service Provider's ticket system or violates point 11 of these Rules.

15. The Service Provider reserves the right to refuse service or provision of services to the Client in case of inappropriate behavior, insults to the Service Provider's representatives, or the use of obscene language.

16. In the case of repeated, systematic violations of these Rules by the Client, the Service Provider reserves the right to completely suspend the provision of services to the Client and/or refuse service.

17. To ensure additional security measures for access to the Client's Control Panel, the Service Provider reserves the right to enforce a password change for the account and to activate two-factor authentication for logging into the Control Panel.

Technical Limitations for Clients Using Shared Hosting Plans

18. Exceeding the established limits on server resource usage for shared, 1C Bitrix, and VIP hosting plans is prohibited. If the Client exceeds the established limits on system resource usage, causing a noticeable deterioration in the quality of services provided to other Clients, the Service Provider has the right to impose restrictions on the Client's service and either fully suspend it or activate additional paid options for the Client, upgrading their plan to match the resources used on the Service Provider's system.

18.1. It is prohibited to exceed the statistical load (CP) created by user processes on the server's 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.

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

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

18.3. If there is an "information services agreement" between the Service Provider and the Client, the limits on statistical load (CP) can be increased depending on the number of active clients the Client brings to the Service Provider:

- If the number of active clients is between 1 and 3, the allowable maximum load is multiplied by 1.3;

- If the number of active clients is between 4 and 10, the allowable maximum load is multiplied by 1.5;
- If the number of active clients is between 11 and 30, the allowable maximum load is multiplied by 2;
- If the number of active clients is more than 30, the allowable maximum load is multiplied by 3.

An active client is defined as a client of the Service Provider who has no outstanding debt to the Service Provider or who has made a payment for the Service Provider's services within the last three calendar months.

18.4. The following restrictions are imposed on the Service Provider's equipment:

- The maximum number of simultaneous processes handling requests for a single domain on the Blog, Start, Noble, Great, Town, City, Mega plans is 30;
- The maximum number of simultaneous processes handling requests for a single domain on the Bitrix-1, Bitrix-2, Bitrix-3 plans is 60;
- The maximum number of simultaneously open files per process is 32;
- The maximum memory usage per process on the Blog, Start, Noble, Great, Town, City, Mega plans is 128 MB;
- The maximum memory usage per process on the Bitrix-1, Bitrix-2, Bitrix-3 plans is 5 GB;
- The maximum number of simultaneous connections to the MySQL server on the Blog, Start, Noble, Great, Town, City, Mega plans is 60;
- The maximum number of simultaneous connections to the MySQL server on the Bitrix-1, Bitrix-2, Bitrix-3 plans is 100;
- The maximum size of an email message is 75 MB (the content is encoded in base64, which increases the size by 30%);
- The maximum file size transmitted via POST request is 256 MB;
- The maximum number of files in a user account is 5,000,000;
- The total size of MySQL databases must not exceed the disk space allocated in the hosting plan;
- The maximum number of emails sent via SMTP is 30 per minute, 1,500 per hour, with each email not exceeding 75 MB;
- The maximum number of emails sent via the php mail() function is 30 per minute, with each email not exceeding 70 MB;
- If the Client has not paid for the Service Provider's services, the maximum number of emails sent is limited to 30 per hour;
- The maximum number of mailboxes per user account is 1,000;
- The total maximum size of mailboxes in a user account must not exceed twice the disk space allocated in the hosting plan;
- Hosting applications used on external sites and programs running in the background (daemons) without prior approval from Service Provider is prohibited.

19. On the Blog, Start, Noble, Great plans, it is allowed to add up to 200 CP to the maximum allowable CPU load of the hosting plan. On the Bitrix-1, Bitrix-2, Bitrix-3, Town, City, Mega plans, it is allowed to add up to 650 CP. On other plans, increasing the load limit is prohibited.

20. On the Blog, Start, Noble, Great plans, it is allowed to add up to 5500 MySQL (CP) to the maximum allowable CPU load of the hosting plan. On the Bitrix-1, Bitrix-2, Bitrix-3, Town, City, Mega plans, it is allowed to add up to 15000 MySQL (CP). On other plans, increasing the load limit is prohibited.

21. On the Blog, Start, Noble, Great plans, it is allowed to add up to 5 additional websites to the hosting plan. On the Town, City, Bitrix-1, Bitrix-2, Bitrix-3 plans, it is allowed to add up to 10 additional websites. On the Mega plan, the number of additional websites is unlimited. On other plans, adding websites is prohibited.

22. On the Blog, Start, Noble, Great plans, it is allowed to add up to 5000 megabytes of disk space to the hosting plan. On the Town, City, Mega, Bitrix-1, Bitrix-2, Bitrix-3 plans, it is allowed to add up to 70000 megabytes. On other plans, adding disk space is prohibited.

Technical Limitations for Clients Renting Dedicated Servers

23. The dedicated server rental service is provided only if the Service Provider has the corresponding technical capability.

24. The service provision may begin within 30 days from the contract signing and the first payment, depending on the Service Provider's technical capabilities. By agreement between the Client and the Service Provider, this period may be extended.

25. The Client agrees to respond to the Service Provider's inquiries about the operability of the Client's and the Service Provider's software, sent to the Client's contact email, within 7 (seven) days. If a response to such an inquiry is not received within the specified period, the Service Provider reserves the right to change the hardware and software configuration of the Server and to update the

software. Such an inquiry may be sent by the Service Provider in cases (including but not limited to) where failures or critical vulnerabilities are detected.

26. When using the Server Administration service, a predefined set of software (Linux, Apache, Nginx, MySQL, PHP) is installed. The Service Provider has the right to update the described set of software without prior notice to the Client. Installation and updating of other software are carried out only at the Service Provider's discretion and if technically possible. The settings, configuration, source code of the software, and hardware components of the server may also be changed by the Service Provider without prior notice to the Client.

27. In the case of self-administration, the Service Provider provides the Client with the technical capability to independently install the operating system and software. The Client is responsible for the security of the access data provided to them for this purpose.

28. The installed server(s) are located at the Service Provider's technical site and connected to an Ethernet switch at a speed of 100 Mb/s in full-duplex mode. The connection speed can be increased based on the Client's request and by activating an additional service, if technically possible.

29. A guaranteed bandwidth speed of 100 Mb/s in full-duplex mode is provided for each server.

30. The traffic provided for the server(s) is not limited by the ratio of incoming/outgoing traffic.

Technical Limitations for Clients Using VPS Plans

31. The Service Provider has the right to limit or suspend the provision of services to the Client in the following cases:

Exceeding the limits set by the Client's chosen plan;

High consumption of any server system resources by the Client (except those guaranteed by the chosen plan), which may cause damage and/or result in failure of the Service Provider's and/or third parties' equipment and/or software, or may lead to a noticeable deterioration in the quality of service provided to other clients;

Violation of any points of these Rules.

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

33. The traffic provided for the server(s) is not limited by the ratio of incoming/outgoing traffic.