System Acceptance and Technical Limitations Agreement

1. Purpose and Scope

The purpose of this Agreement is to define the technical limitations, system requirements, acceptance criteria, and technical obligations that customers must comply with regarding all products and services provided by Atak Domain (including domain services, DNS services, hosting infrastructure, email services, SSL, API services, panel management tools, and all other online services).

This Agreement regulates:
• The technical boundaries of the service
• Customer system compatibility
• API and DNS service usage conditions
• Responsibility distribution in case of system errors
• Performance and connectivity requirements
and is binding for all Atak Domain users.

2. Technical Scope of the Service

Atak Domain provides the following technical services:
• Domain registration, renewal, and transfer operations
• DNS services (DNS hosting, DNSSEC, zone management)
• Web hosting, email hosting
• SSL certificate provisioning
• API services
• WHOIS protection services
• Control panel and automation tools

The operation of these services is directly dependent on the internet infrastructure, third-party registries and SSL providers, global DNS root servers, ICANN protocols, and local/international network operators.

Therefore, uninterrupted or error-free service is not guaranteed.

3. System Acceptance

By starting to use Atak Domain services, the customer is deemed to have accepted the following conditions:

3.1. Compatibility

The customer's own software, systems, devices, or applications must be compatible with Atak Domain services.
If not, Atak Domain is not responsible for any malfunction.

Examples of compatibility requirements include:
• DNS TTL and record format requirements
• API rate-limit thresholds
• Hosting PHP version, MySQL version
• Email sending limits
• SSL DCV validation requirements
• IDN domain compatibility
• IPv4/IPv6 DNS resolution

3.2. Testing and Verification

Before going live, the customer must perform:

• API integration tests

• DNS record validation

• SSL DCV checks

• Hosting/website compatibility tests

Atak Domain is not responsible for issues arising from failure to perform these tests.

4. Technical Limitations

The following technical limitations apply to Atak Domain's system infrastructure and are aligned with global infrastructure standards.

4.1. Domain Infrastructure Limitations

• Operations may be unavailable during registry maintenance

• Transfer durations may be 5–7 days depending on the extension

• WHOIS updates may not reflect instantly

• Some TLDs require identity or documentation

• Redemption fees vary by registry after a domain is deleted

• DNSSEC cannot be activated on TLDs that do not support it

4.2. DNS and DNSSEC Limitations

• DNS propagation may take 1–48 hours

• DNSSEC enable/disable delays depend on the registry

• Dynamic DNS is not supported by default

• Incorrect DS records may cause total domain inaccessibility

• Some TLDs do not support ECDSA algorithms

4.3. Hosting and Email Technical Limitations

• Shared hosting resources are subject to CPU/RAM/IO limits

• Email sending limits apply (hourly/daily)

• Third-party blacklists caused by external factors are not Atak Domain's responsibility

• PHP version changes may break website compatibility

• Hosting cannot be used for streaming or bulk mailing

4.4. API Technical Limitations

API usage is subject to the following restrictions:

• Rate limits: a defined number of requests per second

• EPP error codes may be generated by registries

• API disruptions may occur due to third-party providers

• API keys must be protected by the customer

• Bulk WHOIS queries are prohibited

Atak Domain does not guarantee uninterrupted API availability.

5. Limitation of Liability

Atak Domain cannot be held responsible for:

• Customer-side technical issues

• Malware uploaded by the customer

• Incorrect DNS configurations

• Customer software bugs

- Failure to complete SSL validation steps
- Email blacklist issues
- Registry maintenance windows
- ISP-related connectivity issues

Atak Domain is only responsible for resolving technical issues within its own infrastructure.

6. System Maintenance Activities
- Planned maintenance is announced at least 24 hours in advance
- Emergency maintenance may occur without notice
- Some services may be temporarily unavailable during maintenance
- Maintenance durations are not considered within SLA calculations

7. Security Obligations
The customer is responsible for:
- Protecting panel and API passwords
- Using strong passwords
- Enabling 2FA
- Keeping software up to date
- Using firewalls
- Reporting security incidents immediately to Atak Domain

Atak Domain is not responsible for damages resulting from customer negligence.

8. Third-Party Services and Integrations
The customer is solely responsible for issues arising from their own:
- CMS systems (WordPress, Joomla, etc.)
- Plugins
- Software
- SSL providers
- Third-party email services

Atak Domain does not guarantee compatibility or uninterrupted functionality for these integrations.

9. Updates to the Agreement
Atak Domain may update this Agreement unilaterally as technical infrastructure, ICANN regulations, registry rules, or security requirements change.
Continued use of the service constitutes acceptance of the updated Agreement.

10. Effective Date
This Agreement becomes effective upon publication and is binding for all Atak Domain users.

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