DNS Hosting Hizmet Şartları

These DNS Hosting Terms of Service ("Agreement") set forth the conditions governing the use of DNS hosting ("DNS Hosting") services provided by Atak Domain Bilgi Teknolojileri A.Ş. ("Atak Domain", "We"). All customers ("Customer") using the DNS services offered by Atak Domain are deemed to have accepted this Agreement. This Agreement forms an integral part of the Atak Domain General Terms of Service, Privacy Policy, Data Processing Agreement, Abuse Prevention Policy, and Anti-Spam Policy.

1. Purpose and Scope

The purpose of this Agreement is to define the terms of use for all DNS services provided through Atak Domain's DNS infrastructure, including:
• DNS hosting services
• Anycast DNS
• Premium DNS service
• DNS management panel
• DNS management via API
• DNSSEC support
• Zone transfers
• Root and sub-root server connections

The DNS Hosting service applies to all domain names registered through Atak Domain or transferred to Atak Domain. DNS pointing for domains registered elsewhere may be technically possible, but support may be limited.

2. Definitions

• **DNS:** Domain Name System, a distributed system that translates domain names into IP addresses
• **Zone file:** A structure containing DNS records belonging to a domain name
• **Anycast DNS:** Multi-point DNS distribution for global speed and security
• **DNSSEC:** A security protocol that cryptographically validates DNS data
• **TTL:** Time-to-live value of a DNS record
• **NS records:** Records showing the DNS servers of a domain name
• **API:** Programmatic interface allowing DNS management

3. Provision of Service

Atak Domain provides DNS services under the following principles:
• High availability (uptime target)

- Global Anycast DNS infrastructure
- Fast DNS resolution
- DNSSEC support (for eligible TLDs)
- DNS panel for both beginner and advanced users
- Automated DNS management via API

Atak Domain may modify DNS server settings, update IP addresses, or perform technical optimizations without prior notice.

4. Customer Obligations

The Customer agrees to:
- Configure DNS records correctly
- Monitor technical updates
- Keep API access keys secure
- Understand the risks associated with DNSSEC configuration
- Accept responsibility for errors caused by third-party software

Atak Domain is not responsible for outages caused by incorrect DNS configurations made by the Customer.

5. Prohibited Uses

The following uses are strictly prohibited:
- Distribution of malware through DNS
- Phishing, pharming, or deceptive routing
- Botnet command and control domains
- Using DNS as spam infrastructure
- Providing DNS hosting for illegal content websites
- Fast-flux techniques

Atak Domain reserves the right to suspend or terminate the service upon detection of abuse.

6. Management of DNS Records

6.1. Propagation Times

Changes to DNS records may take between 5 minutes and 48 hours to propagate. This duration depends on DNS caching across the global internet.

6.2. Minimum and Maximum TTL Values

Atak Domain may enforce the following TTL limits:
- Minimum TTL: 300 seconds
- Maximum TTL: 86,400 seconds (or per TLD requirements)

6.3. Zone File Format

Compliant with IANA RFC 1034, RFC 1035, and related standards.

7. DNSSEC

Atak Domain provides DNSSEC support for eligible TLDs.
The Customer acknowledges:
• Responsibility for DNSSEC key management (KSK/ZSK) rests with the Customer
• Incorrect DNSSEC configurations may render the domain completely unreachable
• Atak Domain cannot be held liable for DNSSEC-related resolution failures

Atak Domain reserves the right to automatically renew DNSSEC keys.

8. Zone Transfers (AXFR/IXFR)

Zone transfers are disabled by default.
They may only be permitted when:
• An IP address authorized by the Customer is provided
• Secure transfer protocols are used
• Atak Domain gives explicit written approval

Open transfer permissions will be immediately closed if abuse is detected.

9. API Usage

When using the Atak Domain DNS API:
• The security of API keys is the Customer's responsibility
• Rate limits or throttling may apply
• API access may be disabled if abuse is detected
• Temporary restrictions may occur during maintenance periods

10. Service Continuity and SLA

Atak Domain targets the following DNS service availability:
• 99.99% annual uptime

The SLA does not cover issues arising from:
• Incorrect DNS configuration by the Customer
• Issues caused by third-party CDN/hosting providers
• Problems originating from TLD registries
• DDoS or similar attacks
• Global internet outages
• Force majeure events

11. Abuse and Suspension

Atak Domain may suspend service under the following circumstances:
• Phishing or malware hosting
• Trademark or copyright infringement
• Mandatory intervention under ICANN RAA 3.18
• Requests from national or international authorities
• Court orders
• Criminal misuse of DNS
• Creation of spam infrastructure

In emergency network security situations, prior notification may not be provided.

12. Data Retention and Logs

The following DNS-related logs may be retained:
• DNS change history
• API call records
• Session IP logs
• Abuse reports

Retention period: Minimum 6–12 months under Law No. 5651.

13. Limitation of Liability

Atak Domain cannot be held responsible for:
• Incorrect DNS configurations
• DNSSEC errors
• Global internet propagation delays
• Errors caused by CDN or third-party DNS providers
• Bugs or malfunctions in Customer software

The Customer agrees not to hold Atak Domain liable for material or immaterial damages arising from interruptions or delays in DNS services.

14. Termination

Atak Domain may suspend or terminate DNS services in cases of:
• Abuse
• Violation of applicable laws
• Spam or phishing activities
• Technical harm risks
• Non-payment

15. Updates

Atak Domain may update this Agreement at any time in accordance with:
• ICANN policies

- IANA/RFC standards
- Legal requirements
- Technical necessities

16. Effective Date

By using the DNS Hosting service, the Customer acknowledges having read and accepted all provisions of this Agreement.