

# Mail Hosting Service Agreement

## Purpose

This agreement aims to define the scope, usage conditions, backup requirements, and data security processes of the mail hosting service provided by Atak Domain Bilgi Teknoloji A.Ş. (hereinafter referred to as the “Service Provider”). The agreement is designed to ensure that individual and corporate customers use email services securely and sustainably.

## 1. Scope of the Agreement

- The Service Provider shall offer mail hosting services to the Customer, including the operation of email accounts on servers, secure access, and basic maintenance services.
- This agreement does not cover email backup services. The Customer is responsible for backing up their email data.

## 2. Service Usage Conditions

- The mail hosting service may only be used for individual or corporate email communication.
- The following activities are strictly prohibited:
  - o Sending spam, phishing, or mass advertising emails
  - o Sending content that violates applicable laws
  - o Performing malicious actions that create excessive load on the server
- The Service Provider reserves the right to suspend or terminate the service in case of any violation of these rules.

## 3. Service Duration and Suspension Rules

- The service becomes active on the date payment is made and remains valid for the specified term.
- If payment is not made:
  - o On day 0 of non-payment, the service will be suspended and access will be closed.
  - o On the 30th day after suspension, all data will be permanently deleted and cannot be recovered.
- The Customer accepts that deleted email contents cannot be restored.

## 4. Backup and Data Security

- Regular backups are not performed by the Service Provider.
- Email content stored on servers can only be accessed in cases of legal obligation or official requests from government authorities.



- In such cases, only server backups related to the requested period may be provided.
- The Service Provider cannot be held responsible for any data loss.

#### 5. Responsibilities of the Service Provider

- The Service Provider shall take necessary technical and infrastructural measures to ensure uninterrupted and continuous service.
- Interruptions caused by scheduled maintenance or unforeseen technical issues are not the responsibility of the Service Provider.
- The Service Provider is not responsible for damages arising from unauthorized access to the Customer's email accounts.

#### 6. Responsibilities of the Customer

- The Customer must keep usernames and passwords provided under the service confidential.
- The Customer agrees to use the service only within the conditions specified in this agreement.
- The Customer is solely responsible for storing email contents and maintaining data backups.

#### 7. Cancellation and Termination of the Agreement

- The Customer may terminate the agreement before the end of the service period by providing written notice.
- The Service Provider reserves the right to terminate the service if the Customer violates any terms of the agreement.

#### 8. Communication and Support

For any questions or issues, the Customer may contact the Service Provider through the following channels:

Email: [destek@atakdomain.com](mailto:destek@atakdomain.com)

Phone: +90 262 325 92 22

Website: [www.atakdomain.com](http://www.atakdomain.com)

#### G. Legal Terms

- This agreement is governed by the laws of the Republic of Türkiye.
- In case of disputes, Istanbul Courts and Enforcement Offices have jurisdiction.