

Service Migration Policy

Service Migration Policy

1. General Provisions

This Service Migration Policy (“Policy”) regulates the technical, administrative, and legal principles of transferring services from another provider to Atak Domain or from Atak Domain to another provider.

This Policy applies to all products and services, including:

- Web hosting services
- Mail hosting
- DNS management
- Domain name transfers and DNS routing
- Cloud servers
- Ready website services
- SSL certificates
- API infrastructure

2. Purpose and Scope

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The objectives of this Policy are:

1. To ensure data security during service migrations
2. To minimize service interruption for the customer
3. To ensure that the migration process is transparent, trackable, and predictable
4. To guarantee compliance with KVKK, GDPR, ICANN, and applicable registry policies

This Policy applies both to customers requesting migration and to the Atak Domain technical team performing the migration.

3. Types of Service Migration

Atak Domain supports the following types of migration:

3.1. Hosting Migration (Website Migration)

- File transfer
- Database migration
- Plugin/application compatibility checks
- Control panel configuration transfers

3.2. Mail Hosting Migration

- IMAP mailbox transfers
- Mail account configuration
- DNS alignment (MX, SPF, DKIM, DMARC)

3.3. DNS / Nameserver Migration

- Transfer of DNS records
- Zone file synchronization
- TTL adjustments for seamless transition

3.4. Domain Name Transfer

Performed in accordance with ICANN policies:

- Transfer lock verification
- Auth-code verification
- Monitoring of transfer progress
- WHOIS information updates

3.5. Server and Cloud Migrations

- Dedicated server migration
- Cloud instance migration
- Snapshot/virtual disk transfers

3.6. API Integration Migration

- Adapting existing scripts and modules
- Testing in a staging environment
- Production deployment


4. Migration Process

4.1. Submission of Request

Customers may request migration via:

 destek@atakdomain.com

 support@atakdomain.com

 +90 262 325 92 22

4.2. Verification

- Customer identity verification
- Domain/hosting ownership verification

4.3. Pre-Analysis

The Atak Domain technical team analyzes:

- Panel compatibility
- File structure
- PHP/Node.js/.NET version compatibility
- Database versions
- Email configuration
- Potential security risks

4.4. Migration Plan

The following details are determined:

- Migration date
- Migration method
- Expected downtime (if any)
- Risk assessment
- Rollback plan

4.5. Execution of Migration

Migration is performed:

- During low-traffic hours
- Using secure SSH/FTP connections
- With encrypted data transfer (SFTP / rsync)
- With data integrity checks (checksum)

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4.6. Testing and Verification

- Website previews
- Email functionality tests
- DNS propagation
- SSL verification

4.7. Post-Migration Support

Customers receive 72 hours of free correction support after migration.

5. Data Security and Privacy

During migration, Atak Domain:

- Does not view or store customer passwords
- Uses only temporary access credentials
- Encrypts all data during transfer
- Does not share customer data with third parties
- Deletes all access credentials upon completion

This process fully complies with KVKK, GDPR, ICANN, and applicable data-security obligations.

6. Pricing

6.1. Free Migration

Migration is free in the following cases:

- New hosting customers transferring to Atak Domain
- Simple panel-to-panel transfers (cPanel → cPanel)
- Database transfers under 2 GB
- DNS record migration

6.2. Paid Migration

Fees may apply for:

- File transfers larger than 20 GB
- Migration between different control panels
- Custom software optimization requirements
- Email migrations involving more than 50 mailboxes
- Migrations requiring third-party development

6.3. Additional Fees

- Express (priority) migration
- Night/weekend migration services
- Dedicated server migrations

7. Customer Responsibilities

The customer is responsible for:

- Providing accurate access credentials
- Using licensed software
- Maintaining local backups of their data
- Performing checks during the migration process

Atak Domain is not responsible for data loss caused by customer error.

8. Limitation of Liability

Atak Domain is not responsible for data loss caused by:

- Restrictions imposed by third-party hosting providers
- Network interruptions
- Hardware or software incompatibilities
- Corrupted databases
- Files containing malware

9. Policy Changes

Atak Domain reserves the right to update this Policy in accordance with technical requirements and international standards.

Updates are published at: www.atakdomain.com/legal