

DNS service policy

EPAG operates its own domain name servers (DNS). Using these name servers (NS), EPAG customers may use a DNS service for those domains that are managed through EPAG. By specifying the EPAG NS in a domain order, the customer declares to accept this DNS policy.

If the DNS service is used within the parameters defined in this policy, the use of EPAG NS is included in the charges for domain management. In case the DNS service is used outside the accepted parameters, EPAG may levy additional charges or stop the use of EPAG-NS for the respective zones. In exceptional cases, a use of EPAG NS for "external" domains that are not managed through EPAG is permitted.

The use of the DNS service on EPAG NS is subject to the following parameters:

⇒ PARAMETERS FOR THE FREE USE OF EPAG NS

⇒ PREREQUISITES

The free use is generally possible only for domains that are managed on an active EPAG customer account. It is permissible to create zones for domains that are not currently managed at EPAG, for example in preparation for a domain transfer. The maximum period for free use of such a zone is 30 days, afterwards the use will be charged.

The EPAG NS may be used in the following usage scenarios:

- Only EPAG-NS are used as Primary and Secondary NS; zone management via web interface provided by EPAG
- Customer provides a Hidden Primary NS, only EPAG-NS are used as public Primary and Secondary NS; zone management is on the customer's Hidden Primary NS
- Customer uses his own NS as a public Primary NS while EPAG NS are used as Secondary NS; zone management is on the customer's Primary NS
- Customer uses EPAG-NS in the above scenarios as virtual NS with a host name to be set up by EPAG; setup of the virtual NS requires payment of a one-time fee according to the price schedule.

The EPAG NS do not allow zone transfers to other secondary NS, therefore it is not possible to use EPAG NS as Primary and customer NS as a Secondary.

The following **parameters** are to be observed for zones and resource records maintained on EPAG-NS as a Primary or Secondary:

In certain cases, the losing registrar can cancel a transfer, even if a valid FOA has been submitted. This is allowed on the following grounds:

| | | |
|----------------|-----------------|-------------------|
| Refresh | min 10,000 sec | max 86,400 sec |
| Retry | min 1,800 sec | max 28,800 sec |
| Expire | min 604,800 sec | max 3,600,000 sec |
| TTL | min 43,200 sec | max 345,600 sec |

In exceptional cases, for example for planned maintenance work or migrations, the following TTL parameters are accepted for a maximum period of three days:

| | | |
|------------|-------------|-----------------|
| TTL | min 180 sec | max 345,600 sec |
|------------|-------------|-----------------|

If EPAG NS are used outside these parameters for a complete zone or individual resource records, EPAG will first notify the customer and request to change the parameters. In case no change has been made within seven days after the first request, the zone will pass over to paid use from that month onwards and until the requested parameters have been changed to the accepted limits.

The following **intensity of use** is permitted in the free use scenario:

The maximum number of DNS queries is limited in total over all EPAG-NS to **5,184,000 queries per zone and month** (about 2 queries per second on monthly average). Under peak loads a maximum number of queries in total over all EPAG-NS of **864,000**

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queries per day per zone is acceptable (about 10 queries per second on daily average). A DNS query is considered as every query of the content of a resource record, regardless of the source of the query. The number of queries is determined from the query logs of all EPAG-NS.

After reaching a quota of 75% of the maximum allowable number of queries in a month, EPAG will notify the customer by email directed to the customer account's administrative email address. If the maximum number of queries per zone and month, as defined above, is exceeded, the use of EPAG NS will be chargeable for that month.

If the above maximum allowable number of queries per day is exceeded by more than 250% on a specific day, the use of EPAG NS for the respective month will be chargeable. Moreover, EPAG will be entitled to prevent the use of EPAG NS for that zone with appropriate measures. In this case, the customer will be obliged to support such measures and implement any required changes immediately.

If the excessive use of EPAG-NS, overrunning the permitted daily query limit, should drastically impair the DNS service for other users, EPAG is entitled to take on all measures deemed necessary to sustain the DNS service. This may in exceptional circumstances be done without prior notice the customer responsible for the respective zone.

⇒ PAID USE OF EPAG NS

⇒ EXTERNAL DOMAINS / USE WITHIN THE ACCEPTABLE PARAMETERS

The use of EPAG-NS for domains that are managed by third-parties is subject to charges after a period of 30 days. After this period, a monthly fee for standard use (according to the current price list) will be raised per external zone on EPAG NS. This standard fee applies if zone usage is within the scope of the previously defined guidelines regarding the usage scenarios, SOA-parameters and intensity of use.

Currently this fee is at **EUR 0.50** plus VAT **per zone and month**.

If zone usage takes place outside the defined parameters, the following terms and conditions apply.

Use outside the specifications for free use

If the conditions for the free use of EPAG NS are not met or no longer met, the use of EPAG NS is subject to charges and will be charged monthly for each zone. For paid use of EPAG name servers, the following parameters are accepted:

| | | |
|---------------------------|---------------------------------|-------------|
| Usage scenarios | same as in free use (see above) | |
| SOA/ RR Parameters | TTL | min 180 sec |
| | remaining parameters unchanged | |
| Intensity of use | max number of queries per month | 25,920,000 |
| | max number of queries per day | 2,592,000 |

The use of EPAG-NS within these guidelines is subject to charges for extended use according to the current price list. Currently this fee is at **EUR 10.00** plus VAT **per zone and month**.

If the actual number of queries to a zone exceeds the above parameters in a month, an additional fee of EUR 10.00 plus VAT per zone and month for each 10 million queries or part thereof is charged.

Exceeding the maximum query limit of 25.92 million queries per month is allowed in two out of 12 months at a maximum. Otherwise EPAG can prohibit the use of the EPAG-NS for the zone in question and change the registration of the domain accordingly.

⇒ UPTIME AND INFRASTRUCTURE DISTRIBUTION

EPAG does not provide uptime guarantees for its DNS Service or publish a technical description of its infrastructure.