PletX Ltd – Terms of Service

1. **Introduction**

   Welcome to PletX Ltd. We specialize in DDoS Protection and Secure Internet Access services. The following terms and conditions outline the rights and obligations between the end user and PletX Ltd. By engaging with PletX Ltd, you agree to all terms and conditions stated in this document.

2. **Definitions**

   User, End User, Client, Customer: Refers to the individual or entity directly engaging with PletX Ltd. This does not include any third parties, such as a client of a client.

   Service, Product: Is the item provided to the client for a defined price.

   Subscription: Is the duration which is paid by the user to use the service.

   DDoS: Stands for Distributed Denial-of-Service, which is a cyber-attack strategy used to overload the end-server with unnecessary requests/connections to disturb the network/server.

   Application: Any software program that utilizes a server socket to receive, process, and transmit data. Example: Game Server, Database Server and VoIP Server

   Application Filter: A specific filter designed for a particular application to reduce mitigation false positives and increase the stability of the end application.

   Symmetric Protection: Refers to a systematic protection mechanism that necessitates routing both incoming and outgoing traffic through our infrastructure.

3. **Services Provided**
   - **DDoS Mitigation/DDoS Protection/DDoS Filtering**
   - This service protects end-users from various forms of Distributed Denial-of-Service attacks. The primary goal is to stop, block, or reduce the amount of malicious bandwidth reaching the end-user.
   - By default, we provide specific application filters for well-known applications.
   - We can create or develop new application filters upon request. However, PletX Ltd reserves the right to accept or deny such requests based on the application's conditions.
   - We always ensure that our protection secures the end-user from all DDoS types, but bypasses are possible as there isn't a service that ensures 100% protection, but here in PletX we can patch/resolve the bypass within (2) two days, but in basic cases, it shouldn't take a lot.
   - In general, to analyze attacks we use technologies like "sFlow", but sometimes it's hard to analyze the attack using such technologies. That's why we may require a packet capture
   - Our DDoS Protection is a symmetrical protection (*)

4. **Subscription and Billing**

   Subscription Terms: Subscriptions are offered on a monthly basis. Payment must be made in advance for the specified subscription period.

   Renewal: Subscriptions are renewed manually by the user. There are no automatic renewals. Upon the expiration of the subscription, users are granted a grace period of two (2) to three (3) days to renew their service. After this grace period, PletX Ltd reserves the right to suspend or terminate the service.

   Cancellation: Users may cancel their subscription at any time. Cancellation will take effect at the end of the current subscription period, and no refunds will be issued for the remaining period.

   Refund Policy: As we offer free trials, refunds are only issued in cases where PletX Ltd fails to deliver the promised service due to a fault on our part. All refund requests must be made within 7 days of the issue occurrence.

5. **Responsibilities**

   Denied Users: PletX Ltd reserves the right to deny or refuse service to individuals based on their reputation. We will not accept any user with a history of criminal incidents.

   Data Security: Users are responsible for maintaining the security of their own systems and data. PletX Ltd is not liable for any loss or damage resulting from user negligence.

   Prohibited Activities: Users are prohibited from using our services for any illegal activities, including but not limited to launching DDoS attacks, distributing malware, or any other form of cybercrime.

6. **Modifications to Terms of Service**

   PletX Ltd reserves the right to modify these terms at any time. Users will be notified of any significant changes via email or through our website. Continued use of our services constitutes acceptance of the revised terms.

7. **Contact Information**

   For any questions or concerns regarding these terms, please contact us at support@pletx.net