

SERVICE ORDER (SO)

Special Terms for Legacy Services

Last updated: 25 April 2026

This Service Order (“SO”) constitutes an essential and integral part of the Company’s GENERAL TERMS AND CONDITIONS OF SERVICE (“GTCs”), as in force from time to time and as published on the Company’s website, and applies specifically to services designated by the Company as “Papaki - Legacy Services” or “Legacy Services”.

The terms of this SO apply supplementarily to the GTCs. In the event of a specific provision or conflict, this SO shall prevail exclusively with respect to the Legacy Services.

Article 1 – Subject matter and scope of application

1.1. For the purposes hereof, “Papaki - Legacy Services” or “Legacy Services” means the Company’s services that were purchased, activated and/or renewed through the Company’s old platform and which continue to be governed by a special technical, operational, administrative and/or commercial regime, in accordance with these Special Terms.

1.2. Legacy Services are not available for new purchase and remain available exclusively for renewal, if and for as long as the Company keeps them available.

1.3. As from the completion of the Company’s transition to the new Control Panel, which is scheduled for 25 May 2026, access to and management of all of the Customer’s services shall be carried out through the Company’s new Control Panel. In the new Control Panel, there shall be a special section or relevant field through which the Customer shall have access to his/her Legacy Services.

1.4. The completion of the migration of each individual Legacy Service of each Customer to the new Control Panel shall take place at a later time, depending on the Company’s planning and availability. Upon completion of the relevant migration, the Customer shall be informed by a relevant email message.

1.5. As from the above migration to the new Control Panel of each individual Legacy Service, only the renewal of such Services shall be supported and not any other management actions, unless the Company expressly provides otherwise.

1.6. Access to and management of the services through the new Control Panel does not, in itself, alter the nature of the Legacy Services. The Legacy Services shall continue to be governed by this SO and their special limitations until completion of their migration or their replacement by another product or service of the Company.

1.7. This SO applies to the services of the old platform that remain active and/or available only for renewal, including, indicatively, web hosting, email hosting, managed WordPress Hosting, Reseller Hosting, Website Builder (Basekit), Pixida, Semi Dedicated Hosting, SSL, Domain Names, DNS and other products designated by the Company as Legacy. For the Prohoster/Multihosting Legacy Services, Dedicated Servers are also added to the above list.

1.8. Further information regarding the characteristics, limitations and availability of the Legacy Services may be provided on the Company's website, in the Customer's new Control Panel and/or in relevant communication from the Company to the Customer.

Article 2 – Applicable terms

2.1. The following shall apply to the Legacy Services:

a) this SO,

b) the Company's GTCs, as in force from time to time, supplementary and to the extent that they do not conflict with this SO.

2.2. This SO does not abolish the application of any more specific terms that linked a specific Legacy Service to third-party providers, registries, manufacturers or third-party software, to the extent that such terms continue to apply.

Article 3 – Limitation of functions and availability

3.1. No new purchase is supported for Legacy Services. Until completion of the migration of the respective Customer, certain management actions, changes or upgrades may be supported, depending on the specific service and the capabilities of the legacy environment.

3.2. As from completion of the migration of the respective Customer's Legacy Service to the new Control Panel and thereafter, only the renewal of Legacy Services shall be supported, provided that they remain available from the Company. After that time, the following shall not be supported, unless the Company expressly provides otherwise:

a) product changes,

b) upgrades or downgrades,

c) transfers or changes,

d) functional modifications.

3.3. The Company may limit, modify or cease any function, management capability or technical feature of a Legacy Service, where this is required for reasons of security, stability, technical compatibility, discontinuation of support by a third-party provider or commercial policy.

3.4. Customers acknowledge that Legacy Services may not support newer features, automations, integrations, new management methods, migration capabilities, reporting or other functions that are available in corresponding products of the Company's current services environment.

3.5. The Company shall notify the Customer by email of the manner in which he/she may access the management environment of his/her services (Control Panel), as well as the manner of publishing his/her files on the Internet, setting up email accounts and information for managing his/her services.

3.6. The Company regularly upgrades installed applications existing on its servers in order to maintain security levels at the highest possible level and to provide the most recent versions, including, indicatively, Plesk Control Panel, PHP, MySQL, ASP.NET, Perl, Zend, ionCube, etc. It is the Customer's exclusive obligation, especially in the event of security incidents that endanger the reliability of the infrastructure and the availability of the Company's services, to update his/her websites accordingly, with particular emphasis on updates relating to the security updates of PHP code, MySQL queries, ASP.NET, etc., so that they are compatible with the Company's servers and do not place them at risk. The Company shall not be liable for any loss, damage or moral harm arising from such upgrades, as well as from the Customer's inability or unwillingness to adapt his/her websites to the upgraded versions of the applications and computer programming languages installed on the Company's servers.

3.7. The Company regularly takes backup copies of the files and databases of Customers using hosting services on its servers. These copies are stored daily for up to fourteen (14) days prior to the current date. Additional weekly copies are taken on the 15th, 21st and 28th day prior to the current date. The Company bears no liability in the event that the backup copy is not up to date or cannot be used. The Customer is obliged to maintain a backup copy of his/her files and databases. The backup copy maintained by the Customer must be downloaded to the Customer's personal computer, or to any other medium or environment that he/she considers secure and usable.

3.8. If the Customer requests file recovery, the restore procedure may alter the content of the site or restore it to a previous version. The Company shall not be liable to customers and/or users for any damage that may arise from the performance or non-performance of the relevant restore action or from the form of provision of the service. It also reserves its position as to the time of provision of backup / restore services in cases of force majeure.

3.9. The Company shall not be liable for any temporary inability of the Customer to access or connect to the Control Panel during the migration process or other related technical actions required for its completion, provided that such inability is of limited duration and is connected with necessary technical, operational or organisational actions of the Company.

Article 4 – Limited support

4.1. Support for Legacy Services may be limited, both in terms of the scope of technical assistance and in terms of the available management and restoration functions.

4.2. Any support provided on matters that are not purely related to the basic operation of the service shall be provided at the Company's discretion and shall not constitute an assumption of liability for the correctness, completeness or suitability of the relevant instructions.

4.3. The Company may refuse support requests relating to functions or technical features that are no longer supported in the legacy environment.

4.4. The Company may, by way of exception, provide support and guidance on matters that are not purely related to domain name or website hosting services (additional technical support). The Customer acknowledges that the Company bears no liability for the correctness or completeness of such instructions.

Article 5 – Company access for support, checks and authority requests

5.1. The Customer acknowledges that the Company may obtain access to files, websites, accounts, settings and other data related to the Legacy Services:

a) upon the Customer's request for technical support,

b) where a technical or security check, incident investigation or problem restoration is required,

c) where there is an obligation or lawful request from a competent authority or other public authority,

d) where this is required to ensure the integrity of the infrastructure and compliance with applicable law.

5.2. The Company shall not be liable for any access limitation, temporary suspension of operation or intervention that is necessary for carrying out the above checks or for compliance with legal obligations.

5.3. The Customer warrants that the material uploaded to the server shall be ready and shall not require any additional processing by the Company in order to function.

5.4. Following prosecutorial intervention or a request from the competent Authorities, the Company shall follow the lawful procedures and may obtain access to data relating to the Customer's space, files, emails and content. This may lead to disclosure of information provided to the Company or located on its servers, in the Customer's files and databases, to the extent required by law.

Article 6 – Use of third-party providers and third-party software

6.1. The Customer acknowledges and accepts that, for the provision or support of Legacy Services, the Company may use services, software, infrastructure, technologies or platforms of third-party providers.

6.2. The Company may adapt the provision of the Legacy Services in accordance with the technical, operational or contractual requirements of such third-party providers.

6.3. To the extent that the use of a specific Legacy Service is based on third-party software, a third-party platform or an external provider, the Customer shall also be bound by the relevant licence, use or service terms of the third party, where applicable.

6.4. The Company shall not be liable for limitations, errors, deficiencies, incompatibilities, discontinuation of functions or cessation of support attributable to third-party providers, third-party software or related dependencies.

6.5. The Company provides the Customer with third-party software depending on the service used. The licence terms governing the use of third-party software may differ from the Company's terms of use. Customers are bound by all licence terms relating to third-party software and must accept them.

6.6. The provision and offering of third-party software does not form part of the Company's software. The Company cannot provide support or warranties regarding the use and functionality of such third-party software.

Article 7 – Backups and restoration

7.1. Where technically feasible and supported by the specific Legacy Service, the Company may take backup copies of files, databases or other content related to the Legacy Services.

7.2. The Customer acknowledges that the Company does not guarantee that any backup copy:

- a) is complete,
- b) is up to date,
- c) is available at any given time,
- d) can be successfully recovered or used without data alteration.

7.3. The taking of backup copies by the Company does not release the Customer from his/her exclusive and primary obligation to maintain his/her own complete, secure and regularly updated backup copies.

7.4. In the event of a restore or recovery procedure, the Customer acknowledges that a previous version of the content may be restored or that data alteration, loss or incompatibility may occur.

7.5. The Company shall not be liable for any loss of data, content or settings due to backup failure, restore failure, recovery delay or inability to use a backup copy.

Article 8 – Technical limits, proper use and security

8.1. Legacy Services are subject to technical, operational and quality usage limits, which may relate, indicatively, to storage space, traffic, CPU, memory, disk I/O, mailboxes, processes, databases, cron jobs, scripts, bandwidth and other resources.

8.2. The Customer is obliged to use the Legacy Services in a manner that does not cause overload, destabilisation, malfunction or risk to the Company's infrastructure or to other customers.

8.3. The following are prohibited, indicatively and not restrictively:

- a) use for spam, bulk email, mail bombing or unsolicited mass communication,
- b) use for malware, hacking, sniffers, flooding, spoofing, scans, denial-of-service attacks or other malicious activities,
- c) execution of unauthorised background processes, daemons, IRC bots, spiders, scrapers, torrent applications or other similar mechanisms,
- d) storage or distribution of illegal or offensive content,
- e) use of the service as storage space for files not directly connected with the operation of the service or website, where this is not permitted,
- f) infringement of third-party rights or unlawful collection and/or processing of personal data.

8.4. The Company reserves the right to limit, suspend or discontinue Legacy Services temporarily or permanently, if it identifies exceeding of limits, resource abuse, a security incident or breach of these terms.

Article 9 – Customer liability for security, code and software

9.1. The Customer bears exclusive responsibility for the security, proper operation, maintenance, updating and compatibility of the website, application, code, databases, plugins, themes, scripts and any other software or content used through the Legacy Services.

9.2. The Customer is obliged to maintain his/her applications and technologies in actively supported versions and to apply all necessary security updates in a timely manner.

9.3. Where a third-party manufacturer, supplier or open-source community ceases to support a specific version of software or technology (end-of-life), the Company shall not be liable for risks, incompatibilities, security incidents or technical failures arising from the Customer's continued use of that version.

9.4. The Company may, for reasons of security, stability or compatibility, adapt, limit or discontinue support for specific technologies, programming languages, applications or software versions in Legacy Services. The Company reserves the right to impose additional charges for the continued use of technologies, applications or software versions that have been designated as End of Life (EOL) or are no longer supported by their manufacturer, supplier or development community, such as, indicatively, older

PHP versions. Such charges may apply both to paid and free hosting plans, where the Company elects, by way of exception, to provide limited continued operation or technical support for such technologies. The relevant charge and its application date shall be notified to the Customer in advance by appropriate means.

9.5. The Company shall not be liable for data loss, technical malfunction, security breach or inability to operate due to:

- a) code vulnerabilities or incorrect configuration,
- b) outdated or unsupported software versions,
- c) inadequate maintenance of the Customer's website or application,
- d) improper use of the service by the Customer or persons authorised by him/her.

9.6. It is the Customer's responsibility to ensure that the code and applications installed on his/her account are secure and that directory and file permissions are correct, regardless of the manner in which installation was carried out.

9.7. It is the Customer's responsibility to ensure the reliability of his/her code, to apply all security instructions for his/her application and to ensure that appropriate access levels are applied to the files and directories of his/her services. The Customer is responsible for all actions carried out on his/her account.

9.8. The Customer acknowledges that the Company may, for security reasons, request him/her to change his/her password at regular intervals.

Article 10 – Pricing and renewal

10.1. Renewal prices for Legacy Services may differ from the prices of other Company services and are displayed in the Customer's Control Panel and/or in the Company's applicable price list. In any event, the Customer shall receive an informative email before renewal of his/her services.

10.2. The Company reserves the right to modify the prices, fees and charges of Legacy Services in accordance with its pricing and commercial policy in force from time to time.

10.3. Legacy Services shall be renewed only if they remain available for renewal by the Company and provided that the Customer has fulfilled his/her relevant financial obligations.

10.4. For certain services or service categories, renewal may be subject to special deadlines, registry rules, technical limitations or third-party provider requirements.

10.5. The Company may send automated expiry or renewal notifications. The Customer acknowledges that he/she remains exclusively responsible for the timely renewal of his/her services, regardless of whether or not he/she received a relevant notification.

10.6. The listed prices of products are in euros and do not include VAT, unless expressly stated otherwise. Payment for services and products is made in advance.

10.7. The Company reserves the right to change prices without prior notice to the Customer. The Customer shall always pay the price stated in the relevant price lists and in the Control Panel for the relevant product or service at the time of order or renewal.

10.8. Any costs for payment of services concerning the Customer shall be borne by the Customer.

10.9. The Company may offer products, packages or offers with different terms or prices from those that applied at the date and time of a previous order or renewal by the Customer.

10.10. Discount coupons and any offers apply only upon their initial use or during their offer period and do not affect the renewal price of any service or product, unless the Company expressly provides otherwise.

10.11. The Company may make products or services commercially unavailable and offer the available version of such services to any Customer affected by such change.

10.12. Premium domain names for any extension, including two-character .GR domain names, are an exception. The price of a premium domain name is set by the relevant registry, concerns the specific domain name each time and appears on the relevant domain name search results page of the Company. The Company shall not be liable for unexpected changes in the price of premium domain names arising from a change in cost by the registry. Premium domain names are excluded from any online offer of the Company.

10.13. The Company is not responsible for taxes or fees payable in any country and under any tax legislation concerning transactions carried out by the Customer through the offered server. The Customer agrees that he/she is fully responsible for taxes, fees or charges related to the commencement, installation or use of the server, products or services he/she has available or the transactions he/she carries out.

Article 11 – Automatic renewal and payment settings

11.1. Where supported by the nature of the service and the applicable billing system, Legacy Services may be renewed automatically in accordance with the Customer's account settings.

11.2. The Company may use stored payment settings or corresponding secure identification/charging mechanisms for the smooth continuation of renewals, in accordance with the applicable regulatory and technical framework.

11.3. The Company does not store full card details in its system, but may use secure tokenization mechanisms or other payment technologies through certified providers.

11.4. In the event of failed charging or inability to complete payment, the Company may carry out repeated charging attempts or require manual renewal by the Customer.

11.5. The Customer may pay his/her orders, indicatively and not restrictively, by credit card, PayPal, credits and any other appropriate means supported by the Company.

11.6. The Customer accepts that any additional costs or commissions that may arise from intermediary payment services shall be borne by the Customer.

11.7. The credit/debit card shall be charged after the card details and validity have been checked and certified. The Customer is solely responsible for correctly entering the card details.

11.8. For transaction identification and security reasons, the Customer, if requested, is obliged to provide further details, such as identity card, passport or other legitimising documents.

11.9. If the Customer does not provide the requested details or the transaction is not successfully identified, the Company has the right not to provide the service and not to proceed with its activation or renewal.

11.10. The Customer may not carry out fictitious, false or unfair purchases or renewals of services.

11.11. For credit card verification, the Customer accepts that a symbolic amount not exceeding two (2) euros may be reserved for a few days.

11.12. The Customer may also pay for his/her services by IRIS and DIAS.

11.13. Legacy Services are subject to the Company's subscription model only to the extent that this is supported by the technical and billing environment applicable to the Customer.

11.14. After completion of the Customer's migration, payment settings, automatic renewal and subscription management shall be carried out through the new Control Panel, in accordance with the Company's then applicable technical and regulatory framework, without this altering the legacy nature of the relevant services.

11.15. For the convenience of Customers, the following payment terms apply:

a) For transaction identification and security reasons, the Customer, if requested by the Company, must provide further details, such as identity card, passport, etc.

b) If the Customer does not provide the requested details or the transaction is not successfully identified by the Company, the Company has the right not to provide the service.

c) The Customer may not carry out fictitious, false or unfair purchases of services. The Customer is fully responsible for charges, fees, taxes and contributions arising from the purchase of services from the Company.

d) The Customer agrees to provide the Company's support department with any details requested, where transaction verification is required.

e) The Customer accepts the terms and conditions of the Company's payment provider from time to time.

11.16. The Customer ordering services offered by the Company may select, through his/her account management environment, that his/her credit card be automatically charged by the Company every month or according to the service renewal cycle. In this way, the Customer authorises the Company to collect the consideration for the service on each renewal anniversary and before the service becomes overdue.

11.17. In the context of the transition to the new Control Panel and for the secure and uninterrupted continuation of the Customer's services, the Company may transfer to the new system the necessary invoicing, billing and renewal details, as well as the relevant payment information required for the management and continuation of the Customer's services.

11.17A. Any Credits available in the Customer's account at the time of migration shall be duly transferred to the Customer's account in the new Control Panel.

11.17B. Until the migration of the Customer's Services to the new Control Panel is completed, any available Credits cannot be used for new purchases through the new Control Panel. Credits may continue to be used, where supported, for Legacy Services, in accordance with the applicable terms from time to time and the technical limitations.

11.17C. After the migration of the Customer's services to the new Control Panel, the use, management and application of such Credits shall be governed by the new SO for Credits, as in force from time to time, as well as by the Company's other applicable legal and contractual documents.

11.18. After completion of the migration of the Customer's services to the new Control Panel, automatic renewal of Legacy Services shall be carried out under the same framework, deadlines and rules that apply each time to the Company's other services in accordance with the GTCs.

Article 12 – Transition to new products or services

12.1. The Company does not guarantee that every Legacy Service can be migrated, upgraded, replaced or matched with a different service of the Company.

12.2. The possibility of transition shall be examined on a case-by-case basis and is subject to technical, operational and commercial availability.

12.3. Transition may not be feasible, particularly in cases of specification incompatibility, differences in architecture, supported programming languages, frameworks, software, data structure or other technical and commercial parameters.

12.4. The Company may propose an alternative service, without being obliged to offer an absolutely equivalent replacement.

12.5. Until completion of the Customer's migration, the Company may support certain changes or upgrades to Legacy Services, provided that this is permitted by the legacy environment and by the nature of the respective service.

12.6. As from completion of the migration of the Customer's respective Legacy Service to the new Control Panel and thereafter, Legacy Services shall remain available exclusively for renewal and no further upgrades, product changes or other changes shall be supported, unless the Company expressly provides otherwise.

Article 13 – Termination of Legacy Services and discontinuation of products

13.1. The Company reserves the right to discontinue, withdraw, replace, abolish or cease the possibility of renewal of any Legacy Service, upon prior notice to the Customer, unless there is a serious reason, technical need, security requirement or regulatory obligation requiring immediate or shorter action.

13.2. The Customer is obliged to take in a timely manner any required action for the transfer, upgrade, replacement, export of data or deactivation of his/her services, in accordance with the instructions and deadlines that may be set by the Company.

13.3. The Company shall not be liable for loss of access, renewal failure, data loss or service interruption due to the Customer's failure to comply in a timely manner with the required actions or deadlines.

13.4. In the event of discontinuation of a product or service, the Company may, at its discretion and in accordance with its applicable policy, offer the Customer an alternative solution, credit(s) or another form of settlement, without this constituting an acknowledgement of an obligation to provide an absolutely equivalent service.

13.5. The Company reserves the right to discontinue products. In the event of product discontinuation, the Company may return any remaining amount to the Customer in the form of credits, in accordance with its policy.

13.6. If the Customer wishes to receive a refund instead of credits, he/she must submit a relevant ticket to the Company's customer service department. The request shall be examined in accordance with the Company's applicable refund policy.

13.7. The processing time for refund requests may vary depending on the case and the complexity of the request.

Article 14 – Suspension, discontinuation and deletion

14.1. The Company may suspend, limit, disable or delete Legacy Services in the event of:

- a) non-payment or renewal failure,
- b) breach of this SO, the GTCs or more specific terms,
- c) security incident or risk to the infrastructure,

d) resource abuse or unlawful use,

e) obligation to comply with a lawful order or regulatory requirement.

14.2. In the event of suspension or discontinuation, the Company is not obliged to keep available, restore or deliver data, files, backup copies or Customer content, unless expressly provided otherwise by applicable law or by a specific Company policy.

14.3. The Customer acknowledges that he/she bears exclusive responsibility for the timely export, storage and retention of his/her data before the expiry, discontinuation, deactivation or deletion of any Legacy Service.

14.4. This SO may be terminated by either party, without cause. The Company is not obliged to refund the agreed amount for the period remaining until the normal expiry of the contract, if discontinuation is requested by the Customer or the agreement is discontinued by the Company due to breach of the terms by the Customer.

14.5. If the Customer declares that he/she does not wish the services to continue, the Company shall discontinue the services provided and delete from its servers the corresponding records and files of the Customer without further notice, in accordance with its policy and applicable law.

14.6. The Company reserves the right to refuse, terminate or place on hold the services it provides to the Customer, to the extent permitted by applicable law.

14.7. Restoration of a service or files to a website hosting account shall not be charged, unless the actions are repeated frequently and administrative costs are created.

14.8. Where the Customer has one or more unpaid services in his/her account, the Company has the right to suspend, discontinue or delete the service, domain name or hosting accounts, without an obligation to provide backups.

14.9. The Company reserves the right to cancel an account, including files and content, for any reason, at any time, to the extent permitted by applicable law. The Customer agrees to maintain backup copies of all files and databases hosted with the Company.

14.10. If the Customer no longer wishes to use the Company's services, he/she must declare this via ticket.

14.11. In the event of late payment or where it is impossible to charge the Customer's credit card due to unavailable balance or expiry of validity, the services are scheduled to be automatically discontinued after expiry of the subscription.

14.12. Any breach of limits or service extension capabilities shall be considered abusive. In such case, the Company reserves the right to delete the services without warning and bears no liability for data loss or other damages.

14.13. The Customer receives automated notifications at the management email regarding the upcoming expiry of his/her services sixty-five (65), thirty (30), seven (7), five (5) and two (2) days before their expiry date, on the expiry date and three (3) days after expiry. The Customer may activate the receipt of expiry notifications also by SMS, selecting how many days before expiry of domain names he/she wishes to receive the SMS. The default value is ten (10).

14.14. The Customer may, through his/her account in the Company's control panel, determine how many days before expiry of his/her services he/she wishes to receive notifications.

14.15. By way of derogation from the above, after completion of the migration of the Customer's Legacy Services to the new Control Panel, automatic renewal of such services shall be governed by the same regime, deadlines and rules that apply each time to the Company's other services, in accordance with the GTCs. In particular, an automatic renewal information message shall be sent fifteen (15) days before the expiry of the service. The first charging attempt shall take place twelve (12) days before its expiry. In the event of failure of the first attempt, the Company may carry out up to two (2) additional charging attempts, namely eleven (11) and ten (10) days before expiry. If all three (3) charging attempts fail, the subscription may be converted to manual renewal and the Customer may be informed accordingly by relevant communication. In the event of successful charging, the service shall be automatically renewed and relevant confirmation shall be sent to the Customer.

14.16. After completion of the migration of the Customer's Legacy Services to the new Control Panel, automatic renewal may be activated no later than fourteen (14) days before expiry of the respective service and deactivated no later than thirteen (13) days before expiry. Automatic renewal may be carried out through the Company's supported payment methods from time to time, including, as applicable, credit or debit card, credits and PayPal.

14.17. The Customer acknowledges that, regardless of his/her choices, the Company is in some cases obliged to send expiry notices at predetermined time intervals, where this is required by the rules of operation of a particular name registry or service. Where a domain name or service must be renewed a specific number of days before its expiry, the email sending dates shall be adjusted accordingly.

14.18. After completion of the migration of the Customer's Legacy Services to the new Control Panel, in the event of renewal failure, failure of all prescribed charging attempts or non-manual payment of the service by the Customer, the Company may suspend the service from the fourth (+4) day after its expiry and permanently terminate or delete it from the thirtieth (+30) day after its expiry, in accordance with the Company's technical and operational framework in force from time to time. The Company shall bear no liability for any loss of access, service interruption, data loss, inability to use the service or any other direct or indirect damage that may arise from suspension, termination or deletion of the service in accordance with the above, to the extent permitted by applicable law.

Article 15 – Special provision for SSL certificates

15.1. Specifically for SSL certificates, the Customer acknowledges and accepts that, upon renewal of the relevant service, the certificate maintained up to that point, regardless of the original issuing provider, may be renewed by issuing a corresponding certificate from Sectigo or from another provider designated by the Company, in accordance with its commercial policy in force from time to time.

15.2. The renewed certificate shall be governed by the terms and conditions of the relevant provider as in force from time to time, the corresponding SO for SSL, as well as the Company's and the provider's other applicable legal documents.

15.3. Where the Company provides/has provided a Let's Encrypt certificate free of charge in a paid web hosting package, this is activated by the Customer himself/herself through the management environment of his/her package.

15.4. The Let's Encrypt certificate remains valid for as long as the relevant web hosting package remains active with the Company. Its features are defined by the certificate provider.

15.5. The Company reserves the right to discontinue the free provision of a Let's Encrypt certificate without further notice.

15.6. The Customer using a Let's Encrypt certificate through the Company's services acknowledges that he/she has read, understood and accepted the terms and conditions of the respective service provider.

15.7. Renewal of an SSL may be carried out up to thirty (30) days before its expiry.

Article 16 – Special provision for Web Hosting, Email Hosting, Managed WordPress Hosting, WooCommerce Hosting, Reseller Hosting and related hosting services

16.1. Specifically for Web Hosting, Email Hosting, Managed WordPress Hosting, WooCommerce Hosting and Reseller Hosting services, the service shall continue to be governed by this SO.

16.2. As from completion of the Customer's migration and thereafter, the above services, provided that they are maintained as legacy services, shall remain available exclusively for renewal and not for new purchases.

16.3. For the above services, the Customer accepts that he/she shall not use the Company's website, the services it provides and its servers for:

- a) illegal, harmful, threatening, offensive, slanderous, defamatory, obscene, libellous, racist or discriminatory content,
- b) causing harm to minors,
- c) transmitting content for which he/she has no right of transmission,
- d) infringing copyrights, trademarks, trade secrets or other proprietary rights of third parties,
- e) transmitting material containing software viruses or other codes, files or programs designed to interrupt, damage or destroy computer software or hardware,
- f) violating applicable law,
- g) harassing third parties,
- h) unlawfully collecting or storing personal data of other users.

16.4. The Company may reject, discontinue the provision of service or delete material routed to the server allocated by it, if such material is contrary to copyright law, is a product of copying, is pornographic, racist or pirated content, relates to drug trafficking, an attempt at unlawful intrusion into a computer or is contrary to any other law.

16.5. In such cases, the Company has the right, without notice, to immediately disable the account and access to the site via the internet. It shall then inform the Customer to remove the material. In the event of non-compliance, the Company may delete the account entirely.

16.6. The Company follows a strict policy regarding spam emails and may cancel a Customer's account in the event of sending irregular or unsolicited mass emails (spam mail).

16.7. The Customer agrees not to send:

a) advertising or informational emails, including commercial advertising, except to those who have expressly requested such emails,

b) annoying emails due to language, frequency or size,

c) chain emails,

d) bulk advertising or informational emails.

16.8. The Company reserves the right to decide whether an action by the Customer is considered spam, mail bombing or bulk email.

16.9. The Company has the right to limit the volume of messages sent or received by users, in order to maintain the quality of email services for other members and protect its systems.

16.10. The Company has the right to block electronic communication from other entities on the internet or not to deliver email messages if they are deemed spam, malicious or generally in breach of the terms of use of the service.

16.11. The available server resources are intended exclusively for use within the accounts of the Company's customers. The allocation of resources in any manner to third-party sites is prohibited.

16.12. SSH access is granted upon request by the Customer. The Company has the right to refuse or limit access.

16.13. Sending electronic messages to the server or any message sent on an annoying basis to a network directly or indirectly connected with the Company is prohibited, as is any attempt to bypass user authentication or host, network or account security.

16.14. Breaching the security of any network, spawning, port scans, ping floods, packet spoofing, forging router information, denial of service attacks, sniffers, flooding, spoofing, ping bombing, smurfs, winnuke, teardrop, publishing viruses, chat rooms, Internet Relay Chat, IRC bots, PhpShell or similar programs, audio, radio and video streaming and uploading files to the server for downloading by the general public are prohibited, particularly where this causes significant load on available network resources.

16.15. Any such activity shall be investigated and appropriate action shall follow.

16.16. Unauthorised background processes or authorised background processes that endanger the security of the Company's servers or its customers shall result in suspension and/or termination of the Customer's account.

16.17. The Company has the right, where the Customer's website is the cause of problems in the provision of hosting services to other customers on the same server, to immediately and without notice disable access to the Customer's website.

16.18. The Customer acknowledges that the Company bears no liability or obligation to compensate for loss, damage or moral harm arising from interruption of the above mechanisms.

16.19. The Customer agrees to build his/her websites in such a way as to avoid overloading the Company's servers, limiting the use of code and applications that require high processing power or make excessive use of resources (CPU, Disk IO, RAM).

16.20. Databases hosted on the Company's servers are governed by a fair use policy and should not exceed 1 GB for MySQL and 1 GB for MSSQL, so as not to cause server performance problems.

16.21. The Customer agrees:

a) not to use equal to or more than 25% of the server resources for periods longer than 90 seconds,

b) not to perform actions that may cause server overload,

c) not to run standalone processes on the server,

d) not to run daemons or executable files that make excessive use of bandwidth,

e) not to run web spiders or indexers,

f) not to run bit torrent applications, trackers or clients,

g) not to participate in activity related to file-sharing and peer-to-peer networks,

h) not to run gaming servers, except where expressly permitted,

i) not to run cron tasks or scheduled tasks at intervals shorter than 15 minutes or in a manner that causes overload,

j) not to use scripts to call non-local files without prior notification where required,

k) not to maintain a mailbox that exceeds the limits of the package or service.

16.22. Shared hosting accounts may not be resold to third parties.

16.23. The Customer understands and agrees that no part of the services, such as space, emails or data transfer (bandwidth), may be used for backup purposes. The storage of files that are not directly related to what is necessary for the operation of his/her website is not permitted.

16.24. The Company reserves the right to immediately and without notice delete files that are not directly related to what is necessary for the operation of the website, so that the used space returns to the permitted limits.

16.25. The Customer must monitor both the size of the space and the traffic occupied by him/her and the other users of his/her account on the Company's servers, so as not to exceed the defined limits. In the event of exceeding such limits, the Company has the right to temporarily discontinue, impose a charge or permanently deactivate the service.

16.26. For e-shop hosting services (WooCommerce/eShop), the Company hosts online stores on its servers without managing them, in the sense that it does not process the data and/or information regarding products and services displayed through them.

16.27. Any online orders and contracts for the purchase of products and/or provision of services through the individual online stores shall be governed by the specific terms and conditions set by each online store and shall be concluded exclusively between the users and third-party users of their online store.

16.28. The Customer acknowledges that, in the case of hosting an online store, he/she must meet the legal requirements for maintaining and operating his/her store.

16.29. Special terms for free Web Hosting packages:

a) The free Basic hosting package is provided to customers who have registered or renewed at least one domain name from specific services of the Company or transferred it from another registrar and do not use other paid hosting services for that specific domain name.

b) The Basic hosting package is provided free of charge on an annual basis. Renewal of the free hosting provision may take place one month before its expiry, provided that the domain name for which it has been opened is active in the same customer account and the given nameservers have been entered.

c) All free hosting packages are linked to a specific domain name maintained by the Customer with the Company. Users using the free Basic hosting package but no longer entitled to it due to transfer of their domain name outside the Company must upgrade their hosting package to another available package within one week, otherwise the Company reserves the right to delete the free hosting.

d) Technical support for the free Basic hosting package is provided only via ticket.

16.30. Hacked WP Cleanup Service: The Company provides the possibility of checking, cleaning and restoring an infected WordPress website, for an additional charge.

16.31. The service includes cleaning of the website, protection against future attacks and infections, as well as the necessary upgrades to WordPress, plugins and themes.

16.32. The cost of the service varies depending on the number of WordPress websites:

a) 1-2 websites: €75 + VAT / website,

b) 3-6 websites: €60 + VAT / website,

c) 7-10 websites: €50 + VAT / website.

16.33. The service is offered for WordPress websites that have version 4 or higher installed and are hosted on the Company's servers.

16.34. If the cleaning process requires intervention for corrections to the website by the Company's team, after consultation with the Customer, a short downtime of up to one hour may be scheduled.

Special terms for hosting transfer

Shared Hosting, Semi Dedicated Hosting, Managed WordPress Hosting, WooCommerce Hosting, Reseller Hosting

16.35. For each hosting package provided by the Company, the Customer may request a free transfer from another provider of up to five (5) static or dynamic websites, provided that this number is supported by the respective package. This policy also applies where the Customer upgrades a hosting package and wishes to transfer to it websites maintained with another provider. From the sixth site onwards, additional tiered charges apply, depending on the total number of sites to be transferred. The Customer may request the transfer within 30 days from purchase.

16.36. Necessary conditions for free undertaking of the transfer process are:

- a) that a ticket is sent within the deadline set by the Company from payment of the relevant order,
- b) that the files at the time of the request are hosted in a hosting package of another hosting provider and not with the Company,
- c) that access is available to the server management environment of the other provider or a backup of the files and databases to be transferred.

16.37. If the Customer wishes to transfer websites from one Shared Hosting package of the Company to another Shared Hosting package of the Company, additional charges shall apply and the transfer cost shall be borne by the Customer from the first website.

16.38. If the Customer wishes to change operating system in any transfer case, additional charges shall apply.

16.39. For any transfer to Company packages after expiry of the prescribed deadline from payment, additional charges shall apply from the first website.

16.40. The Customer acknowledges that the transfer is carried out based on priority and after consultation with the Company. The Company has the right to refuse transfer of websites that do not comply with the technical specifications of its infrastructure or that violate the terms of use of the service.

16.41. The Customer acknowledges and accepts that the Company does not check, does not proactively monitor and has no general obligation to check, supervise or assess the content, data, files, information, communications, software or any other material uploaded, stored, published, circulated or made available through the Customer's services. The Customer bears exclusive responsibility for all of the above content and for its legality, accuracy, integrity, reliability and compatibility with applicable law and third-party rights.

Article 17 – Special provision for Website Builder (Basekit), Pixida and other services without migration capability

17.1. Specifically for services such as Website Builder (Basekit), Pixida or other legacy services for which technical migration or upgrade capability is not provided, the Company may permit exclusively their renewal, provided that they remain available.

17.2. For such services, the existence of another or newer service of the Company does not entail an obligation for migration, matching or automatic transfer of existing content, settings, data or functions.

17.3. For provision of Website Builder, the Company cooperates with BaseKit and has taken the necessary contractual actions for the secure provision of the service.

17.4. The Customer understands and agrees that all information, data, text, software, music, sound, photographs, graphics, videos, messages, products, services or any other “Content” are the exclusive responsibility of the person from whom the relevant Content originates.

17.5. The Customer is exclusively responsible for all Content uploaded, published and transmitted through the Service. The Company does not control the content published through the Service and does not guarantee its accuracy, integrity or quality.

17.6. If any Customer is reported to be in breach of the applicable terms, the Company reserves the right to terminate that account at any time.

17.7. For anything not provided in these terms, the following terms of use of the service shall also apply:

<https://www.basekit.com/terms/>

17.8. For the Website Builder service, it is recommended not to use more than thirty (30) widgets on one page, as this may cause significant delay in opening it. The Company does not provide support for any page with more than sixty (60) widgets.

17.9. For provision of the Pixida service: the Company uses a third-party provider. By using this specific service, the Customer is informed that the Company has rankingCoach GmbH as supplier.

17.10. The Company has signed all necessary cooperation, confidentiality and personal data protection agreements in accordance with applicable law.

17.11. The Company bears no liability for deficiencies or errors of the Pixida service provided and of rankingCoach. The Customer’s agreement for the provision of this specific service is also described in the following agreement, which the Customer must read carefully before using the service:

<https://cdn.papaki.com/sites/all/themes/papaki3/n/pixida/pixida-end-user-agreement-gr.pdf>

17.12. By purchasing or using this specific service, the Customer accepts:

- a) the terms of use and privacy policy of rankingCoach,
- b) the Company's terms of use and privacy policy,
- c) the End User Agreement located at the above link.

17.13. The Company informs the Customer that there is no possibility of refund for the Pixida service for legal entities.

17.14. The Customer may also use:

- a) Pixida Basic together with his/her Shared Hosting package,
- b) Pixida SEO together with his/her WB/WP/WOO package.

17.15. The tool is provided only in the Greek language.

17.16. In the Pixida 360 package, the Customer may set up the Google Ads advertisements he/she wishes and activate them by purchasing a pre-installed budget of €50. This budget is consumed evenly over a period of up to one month and must be renewed before its expiry.

17.17. Activation of the budget in Pixida 360 is currently carried out manually by the Company's Support. The Customer must:

- a) purchase credits with a total value of €50 from his/her Control Panel, and
- b) send a request to Support for the credits to be charged and the budget to be manually activated inside Pixida 360.

17.18. The service is adapted to the Greek market and cannot be used in other countries, even if communication is conducted in Greek.

Article 18 – Special provision for Semi Dedicated Hosting and Dedicated Hosting

18.1. Semi Dedicated Hosting and Dedicated Hosting services shall be available only for renewal.

18.2. The Company may, at its discretion and subject to technical and commercial availability, propose to the Customer a free or paid transition to a different service of the Company, following relevant notification and, where required, with the Customer's consent.

18.3. The Company is not obliged to provide a service absolutely equivalent to the discontinued or non-renewable Semi Dedicated Hosting/Dedicated Hosting service.

18.4. In all other respects, for Semi Dedicated Hosting/Dedicated Hosting services, the terms hereof for hosting services shall apply, to the extent compatible with the nature of the service.

18.5. Transfer from a Company Shared Hosting package to a Company Semi Dedicated package shall be free of charge, provided that the Customer requests the transfer within ninety (90) days from payment of the relevant order.

18.6. If the Customer requests the transfer of individual websites from Shared Hosting to Semi Dedicated and maintains websites in Shared Hosting, additional charges shall apply.

18.7. If the Customer wishes to transfer a Reseller package to a Company Semi Dedicated package, then the largest subscription shall be transferred free of charge and additional charges shall then apply for each additional site transfer.

18.8. In the event of transfer from a third-party provider to a Company Semi Dedicated package, the terms and conditions of the previous paragraph shall apply.

18.9. For the transfer from a VPS package or Dedicated Server of a third-party provider to a Company Semi Dedicated hosting package, the terms and conditions of paragraph 18.7 shall apply. The VPS or Dedicated Server from which the transfer is made must have a Control Panel.

18.10. Transfer from a Company Managed WordPress package to a Company Semi Dedicated package shall be carried out free of charge for up to five (5) static or dynamic websites. From the sixth site onwards, additional tiered charges shall apply.

18.11. The possibilities under paragraphs 18.5 to 18.10 may be provided only until completion of the migration of the relevant Legacy Services to the Company's new Control Panel.

Article 19 – Special provision for domain names and DNS

19.1. Specifically for domain names, upon completion of their migration and notification of the Customer, these terms shall cease to apply to the specific service.

19.2. As from completion of their migration, the GTS as in force from time to time, the corresponding SO for the domain name service and the corresponding data processing notice shall apply thereafter.

19.3. The Company registers domain names in its capacity as official registrar and acts as intermediary between the Customer and the registry or any other company or organisation acting as official registrar or responsible for managing the central database.

19.4. The Customer must read, understand and agree to the Management and Allocation Regulations of the respective registry and/or cooperating companies/organisations for the extensions (TLDs) of the domain names he/she uses, as well as all latest amendments thereof.

19.5. By using or renewing domain names through the Company, the Customer warrants that he/she has read and agrees to the terms and conditions of the respective registry and/or cooperating companies for the management and allocation of TLDs. The Customer warrants that the details provided to the Company are true and accurate and that he/she does not knowingly infringe third-party rights.

19.6. Other regulatory texts are referred to at:

<http://www.icann.org/en/dndr/udrp/policy.htm>

Terms and conditions .GR.

ICANN terms and conditions for gTLDs

Terms and conditions .EU

Terms and conditions of provider TUCOWS

Terms and conditions .ME

Terms and conditions of provider ENOM

Terms and conditions .ORG

Terms and conditions of provider OpenProvider

Terms and conditions .INFO

Terms and conditions .CO

Terms and conditions .BIZ, .COM, .NET, .NAME, .PRO

Terms and conditions .TV

Terms and conditions .UK

Terms and conditions .COM.CY & .CY

The Customer additionally accepts the rights and obligations of the registrant as displayed on the official ICANN site.

For information purposes, all registries following the ICANN policy are listed here.

19.7. The Customer additionally accepts the rights and obligations of the registrant as displayed on the official ICANN site.

19.8. The Company completes the registration or the relevant act for a domain name after confirmation of payment, in accordance with the applicable framework from time to time.

19.9. The Company bears no liability if, during, before or after payment of a relevant order, the domain name concerned by the act has been registered, reserved or affected by rules of the relevant registry or by actions of third parties.

19.10. Certain TLDs must be renewed a specific number of days before their expiry date. The Customer must be informed of the relevant deadlines.

19.11. Transactions relating to domain names, such as indicatively renewal, change of owner, change of registrar, etc., shall be considered executed upon confirmation of payment by the Company's accounting department. From that point in time onwards, the transaction shall be considered final and the Customer acknowledges that he/she has lost, where provided by law, the right of withdrawal and refund.

19.12. An exception exists for new registrations of domain names with .gr and .ελ extensions. In such cases, the Customer retains a right of withdrawal and refund for the exclusive period of five (5) calendar days from the initial payment confirmation, by sending a written request via email and telephone confirmation to the Company. New purchases shall be carried out directly through the Company's new platform.

19.13. Upon expiry of the five (5) calendar days, the Customer acknowledges that he/she has lost the right of withdrawal and no refund shall be made.

19.14. If, in the context of a relevant act concerning a domain name, the Customer acquired another combined service free of charge for which no refund right applies, then its price shall be deducted from the amount refunded, in accordance with the applicable price list from time to time.

19.15. If a domain name is cancelled within a deadline where this is permitted, the money may be returned in the form of credits to the same Customer's account, in accordance with the Company's policy.

19.16. In the case of a third-level domain name or a domain name including a geographical term or another special category, the Customer declares that he/she meets the requirements and capacities required by the relevant regulation or registry.

19.17. The Customer agrees not to place repeated unpaid orders for the same .GR domain name, thereby reserving that domain through the registry.

19.18. The Customer must have fulfilled all his/her financial obligations towards the previous registrar in the event of a relevant change.

19.19. The Customer undertakes that each new Domain Name Authorisation Code used in a transfer declaration has not been used in the past in a manner that violates the applicable regulatory framework.

19.20. If the Company's consultant considers that a domain name application does not meet the requirements of the relevant registry or authority, the application may be cancelled.

19.21. If a domain name meets, in the Company's judgment, the requirements but is ultimately not approved by the competent authority or registry, the money may be returned in the form of credits or cash, in accordance with the Company's policy.

19.22. For .COM.CY and .CY domain names, the special terms and requirements of the relevant registry apply, including the required contact roles, creation of a relevant account, renewal, transfer and termination procedures and categories of prohibited domain names.

19.23. The Customer is obliged to respond without delay and in any event within the deadlines set by the Company and/or the Registry to requests for provision of information, to keep his/her details updated and to inform the Company of judicial, administrative or arbitral proceedings concerning his/her domain name.

19.24. When a domain name expires, in the majority of cases it enters a quarantine period, during which only the existing owner has the right to renew it. If there is no quarantine period, the domain name either passes directly into redemption or is deleted in accordance with the rules of the respective registry.

19.25. Upon expiry of the quarantine period, or directly after expiry if there is no quarantine, the domain name enters redemption status, which lasts approximately forty (40) days, unless otherwise provided by the relevant registry.

19.26. The Company cannot guarantee renewal of a domain name from redemption. The redemption fee, which differs depending on the extension, is added to the cost of renewal from redemption.

19.27. A domain name may also be deleted for reasons other than expiry, such as incorrect owner details or non-confirmation of WHOIS details within the prescribed deadline. In such cases it may be placed in Registrar Hold or Client Hold status.

19.28. The domain name owner must send official documents to certify the authenticity of his/her details, where required, so that the restore procedure may proceed.

19.29. In cases of unlawful or impermissible activity, the registrar and/or the Company reserve the right to cease operation of a domain name and proceed with deletion or other necessary action, following a relevant judicial, administrative or regulatory requirement or where required by applicable law.

19.30. As provided in the ICANN Transfer Policy, the domain name owner expressly authorises the Company, or its partners where required, to act as designated agent in order to approve a change of owner details on his/her behalf.

19.31. The Customer may not transfer his/her domain name registration to another holder or another registrar during pending administrative, judicial or arbitral proceedings, to the extent prohibited by ICANN policy or other applicable rules. The Company reserves the right to cancel any transfer made in breach of the relevant rules.

Copyright / trademark infringement

19.32. To report copyright infringement or another related infringement concerning a domain name, the interested party must follow the relevant procedure and use the form made available by the Company from time to time.

Procedure for management and monitoring of domain name abuse reports

19.33. Upon receipt of a request regarding abusive behaviour by a customer – domain name holder, in accordance with the applicable regulatory framework and ICANN policies, the competent employee of the Company shall, where required, inform the Customer in writing so that he/she confirms his/her details. The Company may lock the reported domain name (Registrar Hold or Client Hold), in which case no changes, modifications or transfers may be made for the prescribed period.

19.34. The owner of the domain name must send official documents to certify the authenticity of his/her details, such as identity card or passport, so that restoration of the domain name by the Registrar is possible.

19.35. If the Customer confirms his/her details within the prescribed deadline, he/she shall be informed of any error or abusive behaviour of his/her website so that he/she may make the necessary corrections, and the Company may lift the relevant lock on the domain name and his/her account. If the Customer does not respond within the relevant deadline, the Company has the right to delete his/her domain name without further action or notice, to the extent permitted by the applicable framework.

19.36. The above procedure differs where the Customer hosts his/her website with the Company. The Company does not permit the existence of illegal content on the websites of its customers hosted on its infrastructure and, if identified, reserves the right to immediately deactivate the specific website in accordance with the terms for hosting services.

19.37. However, as a domain name provider, the Company has no duty to determine itself whether the reported domain name is actually used for illegal activities. Where there are clear indications of illegal activities, the reporting party must also contact the competent authorities, in accordance with applicable law.

Article 20A – Electronic transmission of documents

20A.1. The Customer must notify the Company of the email addresses to which issued invoices shall be sent. Specifically, invoices are sent to the email address declared in the billing details by the administrator, while receipts are sent to the management email.

20A.2. The Customer expressly declares that the specific email addresses and any updates relating thereto are under his/her full, exclusive and undisputed control. Third parties should not have access to such addresses, unless authorised by the Customer himself/herself.

20A.3. The Company bears no liability for access by any third party to the Customer's email addresses or for any damage that the Customer may suffer from access to and/or use of such addresses by third parties.

20A.4. The Customer is exclusively responsible for any change to the details he/she has declared, and especially to email address details, and must inform the Company accordingly. The Company bears no liability in the event of inability or delay in informing the Customer of invoice issuance for the above reason.

20A.5. The Company bears no liability for any damage, positive or consequential, to the Customer and/or third parties arising due to the Customer's inability or delay in accessing his/her email.

20A.6. The Customer accepts that the Company makes every reasonable effort to ensure the availability of the electronic document transmission service. In any event, after issuance of the document, it is also available through the Company's control panel. The Customer may find and download the document from the order history of his/her account.

Article 20 – Limitation of liability, SLA, indemnity and other general terms

20.1. Legacy Services are provided, to the maximum extent permitted by applicable law, with the limitations of the old technical and operational environment, without any guarantee that they will indefinitely maintain full functional equivalence with other services or technologies.

20.2. The Company shall not be liable for:

- a) non-availability or limited availability of legacy platform functions,
- b) technical incompatibilities with newer software or environments,
- c) data loss due to acts or omissions of the Customer,
- d) delays, interruptions or consequences arising from migration, change of infrastructure, change of third-party provider or product discontinuation,
- e) issues attributable to third-party software, unsupported versions or use of outdated technologies.

20.3. Any liability of the Company shall in any event be governed by the GTS and limited in accordance with them, unless expressly provided otherwise by law.

20.4. The Company does not exercise control over the content of information passing through the network of its servers and does not guarantee the reliability, accuracy or quality of any information appearing on the internet through or because of its services.

20.5. The Company does not guarantee the commercial or personal solvency of anyone appearing on the internet or the fulfilment of specific promises or offers by third parties.

20.6. The Company bears no liability for any damage arising from the use, availability or non-availability of the services it offers, to the extent permitted by applicable law.

20.7. The Company shall not be liable for damage that may arise from the performance or non-performance of the Customer's order or from the form of provision of the service. In addition, it reserves its position as to the delivery time of products or services in cases of force majeure.

20.8. The Company may adapt the services and products it provides through third-party suppliers, based on the specifications of the respective supplier. The Customer acknowledges that the Company is not responsible to him/her or to any third party for claims arising from the provision of such services or products.

20.9. The SLA agreement describes the availability guarantee of the Company's services and applies to every customer who has no outstanding debts during the period of non-availability.

20.10. The Company's main objective is to provide the content of the hosted website as available (uptime) for access from anywhere in the world. Service downtime is defined as the loss of all packets from the Company to the backbone providers.

20.11. The Company's objective is to keep average packet loss at 0.1% or less over the course of one year, as measured by the Company itself.

20.12. Downtime is measured after notification by the Customer of non-operation through the ticketing system. If access to the ticketing system is impossible, notification must be made by telephone.

20.13. If the average packet loss exceeds 1%, the Company shall provide credit to the Customer in the form of service subscription time, in accordance with the applicable SLA levels from time to time.

20.14.1. For Web Hosting, Semi-Dedicated Hosting and Reseller Hosting, if the availability of the infrastructure serving the hosting package is less than 99.9% during a calendar year, the Company shall credit the hosting package as follows:

- a) 99% to 99.9%: 10% credit,
- b) 98.99% to 97%: 30% credit,
- c) 96.99% or less: 100% credit.

20.14.2. Dedicated Servers

For Dedicated Servers for which an SLA guarantee is provided, if the Technological Equipment or the Data Center Infrastructure hosting your server is available less than 99.99% over the course of one year, the Company shall provide you with a retroactive credit equivalent to the difference between the guaranteed level of availability of the services offered in the SLA category of the specific Server during the month and the calculated level of availability of the services. The credits concern only the amount of the monthly value paid as consideration for the specific services and do not concern any damage that may arise from their non-availability. Credits are calculated in accordance with the table below, measuring 24 hours per day in a calendar month, with the maximum credit not exceeding 50% of the monthly service charge for that month.

Monthly operation	Credit
99% to 99.9%	10% Credit
98.99% - 97%	30% Credit
96.99% or less	50% Credit

The credit shall be applied within 60 days from the date of submission of the request. This form of credit is the exclusive compensation in the event of downtime.

20.15. The Customer shall not receive credit for failure, malfunction or non-availability caused by or connected with:

- a) circumstances beyond the Company's reasonable control,
- b) scheduled or emergency maintenance,
- c) issues with DNS, FTP, POP, IMAP or SMTP customer access,
- d) false reports of non-operation,
- e) acts or omissions of the Customer,
- f) delivery or transmission of email or webmail,
- g) outages elsewhere on the internet.

20.16. The Company guarantees only those areas under its control, namely the servers, the routers of the servers and their connection to the internet.

20.17. The Company guarantees the operation of the relevant hardware parts and shall replace a failed component without financial charge, in accordance with the applicable SLA policy from time to time.

20.18. The Customer agrees to defend, secure and hold harmless the Company from claims, losses, monetary claims and liabilities and to cover it against related monetary costs, including any attorneys' fees, where these arise from acts, omissions, content or activity of the Customer or persons authorised by him/her.

20.19. The Customer declares and undertakes that, in the event that any lawsuit, claim or administrative procedure is brought against the Company due to infringement by him/her of third-party rights, he/she is obliged to intervene in the relevant procedure and fully indemnify the Company, to the extent permitted by law.

20.20. The Company's servers, hosting infrastructure and related services operate in data centers within the European Union, which meet the prescribed standards of security and data protection.

20.21. The Company reserves the right to transfer, rearrange or modify the geographical location of its servers or hosting infrastructure, without prior notice to the Customer, provided that the transfer is carried out within the European Union.

20.22. The Company shall not be liable for any direct or indirect consequences, delays or interruptions that may arise from the process of transfer or change of location, provided that every reasonable technical measure has been taken.

20.23. The Company may use technologies and software provided by third-party manufacturers or open-source communities, such as indicatively PHP, MySQL, CMS, etc.

20.24. Where the official provider or development community discontinues support or security updates for specific versions, the Company shall not be liable for risks, incompatibilities or failures arising from the Customer's continued use of such versions.

20.25. The Company reserves the right to adapt, limit or discontinue support for specific technologies or software versions for reasons of security, stability or compatibility.

20.26. Where technically feasible, the Company may provide limited technical support or continued operation for versions that are no longer supported by the manufacturer or community. Such support concerns only maintaining the functionality of the hosting environment and not the security, updating or smooth operation of the website itself.

20.27. For provision of the above service, the Company may impose additional technical or administrative costs, which shall be notified in writing or by email at least thirty (30) days before application. The Customer has the right to discontinue the

contract without charge before the application date. Continued use of the service shall be deemed acceptance.

20.28. The Customer retains exclusive responsibility for the security, maintenance and proper operation of his/her website, as well as for the protection of the data and information hosted in his/her account.

20.29. The Company shall not be liable for issues relating to the management, updating or security of the website itself, even if the Customer uses additional tools or support services provided by the Company or third-party partners.

20.30. For reasons of protecting the infrastructure and the smooth operation of all services, the Customer must maintain his/her website or applications in an actively supported and stable version of PHP or another technology and programming language and apply regular security updates.

20.31. The Company shall bear no liability for data loss, security breach or technical malfunction due to neglect of the above obligations and/or errors, misconfiguration or vulnerabilities in the code of the Customer's applications or website.

20.32. In accordance with European legislation, consumers and traders have at their disposal the Online Dispute Resolution platform (ODR) for the online resolution of their disputes, whether these concern domestic or cross-border transactions.

20.33. The Company's liability towards end customers in the context of this contract shall not exceed the value of the final cost of the services provided, unless otherwise provided by mandatory law.

20.34. The Company is responsible for any direct and foreseeable loss or damage caused by its own act or omission, to the extent provided by applicable law.

20.35. The Company shall not be liable for business losses, loss of profits, loss of business, business interruption or loss of business opportunity, to the extent permitted by applicable law.

20.36. The Company shall not be liable for damage or losses that the Customer may suffer as a result of any virus, trojan or other disabling device affecting the services or systems, whether under its control or not, due to the Customer's failure to adequately protect his/her system.

20.37. The Customer and the Company expressly exclude any rights of third parties that might have the right to enforce these terms as if they were party to them, to the extent permitted by applicable law.

21. Special provisions for legacy services – Prohoster/Multihosting

21.1 Scope of application

This section applies specifically to customer services originating from the Prohoster / Multihosting / WHMCS environment and transferred to the Company's new Control Panel through a manual migration process or another transition process designated by the Company from time to time. These Terms shall apply after the migration notification received by each customer for connection to the new Control Panel. Until that point, the terms as provided here shall apply: <https://top.host/el/terms-and-conditions.htm>

21.2 Management through the new Control Panel

After completion of their migration to the new Control Panel, the services of this section shall be managed through the Company's new customer environment, through which the Customer may carry out renewal and any other action supported from time to time for the specific service or product.

The availability of specific management actions depends on the nature of the service, the technical environment in which it continues to operate, as well as the applicable contractual framework from time to time.

21.3 Applicable terms

For the services of this section, the following shall apply cumulatively, as applicable:

- a. the terms of this section, which forms part of the Special Terms for Legacy Services,
- b. the Special Terms for Legacy Services, for services that continue to fall under a legacy regime,
- c. the General Terms of Service (GTCs), to the extent that they do not conflict with the more specific terms of this section or the corresponding special service terms, and
- d. the Personal Data Processing Notice as in force from time to time.

Until migration of Customers to the new Control Panel, the Terms as posted here shall apply: <https://top.host/el/terms-and-conditions.htm>, as well as the same capabilities and obligations.

21.4 Services that continue to be governed by a Legacy regime

Web Hosting, Reseller Hosting, Semi-Dedicated Hosting, Dedicated Hosting and, unless expressly provided otherwise in this section or in a more specific term, other services originating from the Prohoster / Multihosting environment and transferred to the new Control Panel, shall continue after their migration to be governed by the Papaki - Legacy Services regime.

For such services, the Special Terms for Legacy Services shall apply, as well as the Company's other applicable contractual and legal documents.

21.5 New services and distinct products

For each new service or new product acquired by the Customer through the new Control Panel, these Special Terms for Legacy Services shall not apply, but rather the corresponding Service Order (SO) in force from time to time, the GTCs, as well as the Company's other applicable contractual and legal documents.

21.6 VPS Hosting Service

For the VPS Hosting service, as from completion of its migration to the new Control Panel, the [SO for VPS Hosting](#) as in force from time to time shall apply, as well as the Company's other applicable terms.

Migration of the VPS Hosting service to the new Control Panel entails its inclusion in the new contractual framework governing the corresponding service and not in the Special Terms for Legacy Services, unless expressly provided otherwise by the Company.

21.7 Domain Names

For domain name services transferred to the new Control Panel, as from completion of their migration, the [SO for Domain Names](#) as in force from time to time shall apply, as well as the Company's other applicable terms.

From the time of completion of migration, the management, renewal and any related act concerning domain names shall be governed by the new contractual framework of the corresponding service and not by these Special Terms for Legacy Services, unless expressly provided otherwise.

21.8 Credits

For Credits, as from completion of the migration of the account and/or the relevant functionality to the new Control Panel, the [SO for Credits](#) as in force from time to time shall apply, as well as the Company's other applicable contractual and legal documents.

21.9 Free Hosting

For Free Hosting services originating from the Prohoster / Multihosting environment, the Company may require the Customer to activate a new corresponding Free Hosting package on the new platform himself/herself and to follow the transition process notified to him/her by the Company, including, as applicable, a process for transferring files or other content.

The Company may provide instructions, information material or a relevant knowledge base article to support this process, without this entailing assumption of responsibility for implementing the transition on behalf of the Customer.

If the Customer does not complete the necessary transition actions in due time in accordance with the Company's instructions, the corresponding legacy service may permanently cease to be provided and may be permanently deleted after 15 September 2026, without further liability of the Company for maintaining the service, content or relevant data, to the extent permitted by applicable law and provided that appropriate notice has been given to the Customer.

21.10 Nature and management of Legacy Services

Papaki - Legacy Services may continue to be provided, as applicable, exclusively for renewal, with limited functionality or limited management capabilities, or with special technical, operational, commercial or administrative specifications.

The Company reserves the right, for technical, operational, security, compliance or commercial restructuring reasons:

- a. to modify the manner of provision, support or management of Legacy Services,
- b. to transfer such services to new infrastructure or a new technical environment,
- c. to propose an equivalent, corresponding or appropriate new product or service,

d. to modify the billing and/or renewal cycle of the service, where this is required due to the new platform, the new product or the technical/commercial restructuring, upon prior notice to the Customer where required, and

e. to cease, withdraw or discontinue services that are no longer technically, operationally or commercially available, in accordance with the applicable contractual framework from time to time.

The Customer is hereby informed that the Billing Cycle may change during migration, without affecting the functionality of the products.

21.11 Customer cooperation during transition

The successful transition, continuation, renewal or management of the services of this section may require the Customer's cooperation, particularly, indicatively and not restrictively, with regard to:

- a. maintaining valid and updated contact details,
- b. providing identification or verification details,
- c. confirming account, service or management right details,
- d. providing access, credentials or technical information, where required for implementation of the transition or continuation of the service.

The Company shall not be liable for delay, inability to migrate, inability to continue the service or limitation of functionality, to the extent that these are due to insufficient cooperation by the Customer, inaccurate or non-updated details or failure to respond in a timely manner.

21.12 Nature of the migration

Migration of services to the new Control Panel constitutes an organisational, commercial and/or technical transition to a new management and support environment and does not, in itself, constitute a new purchase of service, unless expressly provided otherwise by the Company or unless the Customer acquires a new, standalone product or service.

21.13. Special regime for Dedicated Servers

21.13.1 Scope of application

This subsection applies specifically to Dedicated Server services originating from the Prohoster / Multihosting environment and transferred to the Company's new Control Panel.

21.13.2 Applicable terms

For the Dedicated Server services of this subsection, the following shall apply:

- a. this SO,
- b. the GENERAL TERMS AND CONDITIONS OF SERVICE (GTCs), to the extent that they do not conflict with the more specific terms of this subsection, and
- c. the Personal Data Processing Notice as in force from time to time.

21.13.3 Special regime for Dedicated Servers

The Customer acknowledges and accepts that, for Dedicated Server services, more specific technical, operational and administrative arrangements may apply, particularly with regard to:

- a. remote access and server management,
- b. the obligation to maintain secure and updated access credentials,
- c. the Customer's exclusive responsibility for taking, maintaining, monitoring and verifying backups, unless an additional relevant service has been expressly agreed,
- d. monitoring the operation, availability, resource use and technical condition of the server,
- e. the possible imposition of more specific technical or operational limitations by the respective infrastructure provider and/or data center, and
- f. the consequences of delayed renewal, non-payment or the Customer's failure to cooperate in a timely manner on technical or operational matters affecting the security or operation of the service.

21.13.4 Permitted use and limitations

The Customer is obliged to use the Dedicated Server in accordance with applicable law, these terms and any applicable acceptable use policy of the Company.

Indicatively, use of the Dedicated Server is prohibited for:

- a. hosting, storing, publishing, sending or transmitting illegal, harmful, threatening, offensive, slanderous, defamatory, obscene, racist or otherwise impermissible content,
- b. causing harm to minors in any way,
- c. infringing intellectual or industrial property rights, trademarks, trade secrets or other rights of third parties,
- d. sending unsolicited mass correspondence (spam), chain emails, bulk email or other abusive forms of communication,
- e. breaching or attempting to breach the security of any system, host, account or network,
- f. port scanning, packet spoofing, flooding, sniffing, denial of service attacks, ping bombing, smurfs, winnuke, teardrop, IRC bots, phpshell, spawning, unauthorised background processes or other similar activities,
- g. distributing or executing malware, viruses, worms, trojans or other harmful code,
- h. unlawful collection, storage or processing of personal data of third parties,
- i. use that causes excessive or disproportionate load on network or infrastructure resources, or endangers the security or stability of the Company's or third parties' systems.

The Company reserves the right to reject, limit, suspend or discontinue the service, as well as to remove or block access to content or activity that violates these terms or applicable law, without prior notice where this is permitted or required for reasons of security, compliance or protection of the infrastructure.

21.13.5 Access security and credentials

The Customer is obliged to use secure passwords and to keep access credentials to the Dedicated Server updated and secure.

The Company reserves the right to request a change of passwords or, where required for reasons of security, compliance or upon request of the data center or infrastructure provider, to reset or modify access credentials, in order to carry out necessary checks or technical actions.

The Customer is obliged to ensure that the Company has valid contact details and, where required for operation of the service, valid access or authorisation details.

21.13.6 Customer liability

Unless expressly agreed otherwise in the context of a distinct management or support service, the Company does not undertake the management of the operating system, applications, control panel, email services, databases or other software of the Dedicated Server, which remain the Customer's exclusive responsibility.

The Customer also bears exclusive responsibility for:

- a. the security, configuration, maintenance and proper operation of the server,
- b. the security and updating of the software,
- c. the taking, keeping, monitoring, verification and restoration of backups,
- d. checking the proper operation of disks, RAID, operating system and other server elements, where this is not expressly covered by a separate managed service, and
- e. all actions carried out through or within his/her account and infrastructure.

21.13.7 Backup and additional backup services

Management and maintenance of backups is the Customer's exclusive responsibility, unless an additional backup service has been expressly agreed.

Even in the event of provision of an additional backup service, the Customer acknowledges that:

- a. this service does not replace his/her obligation to maintain his/her own backups,
- b. he/she remains responsible for verifying the adequacy of space, settings, retention period and restoration capability of backups,
- c. the Company does not guarantee the success of the backup or restore procedure or the availability or completeness of backups, and

d. the Company shall not be liable for data loss, restore failure or insufficient capacity, unless mandatorily provided otherwise by applicable law.

More specific parameters of additional backup services, such as Acronis-type services, FTP Backup, storage boxes or corresponding solutions of third parties or partners, may be defined by more specific terms, technical specifications or price lists of the Company.

21.13.8 Monitoring, resources and technical condition

Unless expressly agreed otherwise, the Company does not undertake monitoring of the Dedicated Server at hardware, software, network or services level and is not obliged to proactively monitor the operating condition of the server.

The Customer is exclusively responsible for monitoring the operation, availability, resource use, disk condition and any other critical technical element of his/her service, as well as for informing the Company when technical intervention is required.

In the event of resource overuse, technical problem or condition affecting the security or functionality of the service or infrastructure, the Company may notify the Customer and request corrective actions within a reasonable period. If the Customer does not comply in a timely manner, the Company may suspend or limit the relevant service or function, without obligation to compensate, refund or credit, to the extent permitted by applicable law.

21.13.9 Support, managed services and hardware

The Company may provide optional support services or managed services for Dedicated Servers, for a separate charge and in accordance with its terms, technical specifications and price lists in force from time to time.

The Company is not responsible for the maintenance and proper operation of the operating system, control panel, web server, email services, databases or other software of the Dedicated Server, unless otherwise stated upon provision of managed services.

The Company may be responsible only for replacement of faulty hardware, where this is provided by the applicable SLA or commercial framework from time to time, and subject to the conditions set out therein.

21.13.10 Renewal, non-payment and data loss

In the event of non-timely renewal or payment of the Dedicated Server service, the Company reserves the right to suspend, deactivate, cancel or delete the service, in accordance with the applicable contractual and technical framework.

The Customer acknowledges that, in the event of expiry, cancellation, non-timely payment or non-feasible reactivation, data stored on the server may be permanently deleted and the server or infrastructure may become available again for use or reallocation.

Any reactivation after expiry or non-payment may depend on technical feasibility, commercial availability and possible reactivation charge or other related technical actions.

21.13.11 Technical actions by the Company

The Company may carry out reasonable technical, operational or administrative actions required for reasons of security, compliance, infrastructure integrity, business continuity or upon request of the infrastructure provider or data center, in accordance with its policy in force from time to time.

The Company reserves the right, for technical, operational, commercial or security reasons, to modify the management regime of the above services, to propose transition to a new product or to cease availability of specific services, upon prior notice to the Customer, where required.

21.13.12 Transition or replacement of infrastructure

Where the Dedicated Server service is supported, migrated or provided through a new product, different technical infrastructure or cooperating provider, the Company reserves the right to set more specific terms for the continuation, renewal, replacement or transition of the service, upon prior notice to the Customer, where required.

21.14. Supplementary application of other terms

For any matter not specifically regulated in this Section 21, the other Legacy Terms, the GTS and the Company's Personal Data Processing Notice as in force from time to time shall apply supplementarily.

The Company reserves the right, for technical, operational, commercial or security reasons, to modify the management regime of the above services, to propose transition

to a new product or to cease availability of specific services, upon prior notice to the Customer, where required.

21.15. Activation of access, verification of details and actions after migration

21.15.1. After completion of the migration of the Customer's services to the new Control Panel, the initial activation or reactivation of the Customer's access to the new environment may be carried out through a manual process by the Company, including the reset password process and/or relevant back office action, where required.

21.15.2. The Customer is obliged, immediately after obtaining access to the new Control Panel and no later than within thirty (30) calendar days from completion of the migration, to check and confirm the correctness and currency of his/her account details, including indicatively and not restrictively contact details, billing details and the issued documents/invoices available through the new environment.

21.15.3. The Customer must notify the Company in writing, within the above deadline of thirty (30) days, of any inaccuracy, discrepancy, omission or issue concerning account details, billing details, available documents or his/her migrated service.

21.15.4. After the expiry of the above deadline without action, it shall be presumed that the Customer has checked and accepted his/her account details and the available documents, and the Company shall not be liable for complaints, omissions or discrepancies that could reasonably have been identified during the relevant check, unless otherwise provided by mandatory law.

21.15.5. The Company may request from the Customer additional confirmation of details, identification details or account details, before or after activation of access to the new Control Panel, where this is required for reasons of security, proper migration, compliance or smooth operation of the service.

21.15.6. For services that, after their migration, are matched or linked to a new product or new service category of the Company, any renewal, plan change, upgrade or transition to the corresponding new product shall be carried out by the Customer himself/herself through the new Control Panel or in accordance with the Company's supported procedure from time to time, unless the Company expressly notifies otherwise.

21.15.7. Specifically for VPS services, after their migration and/or where a new corresponding product applies, the Customer acknowledges that renewal, upgrade or transition to the corresponding available product is carried out upon selection and

action by the Customer himself/herself, in accordance with the Company's supported technical and commercial framework from time to time.

Article 22 – Final provisions

22.1. The Company reserves the right to amend this SO in accordance with the terms of the GTCs and the applicable law from time to time.

22.2. If any provision of this SO is held to be invalid, void or unenforceable, the validity of the remaining provisions shall not be affected.

22.3. For any matter not specifically regulated in this SO, the GTCs, the Data Processing Notice as in force from time to time, as well as any relevant special legal document of the Company, shall apply as applicable.

22.4. For the protection of personal data, the Company's personal data processing notice as in force from time to time shall apply, as well as any relevant data protection text published by the Company.

22.5. These terms are drafted on the basis of all rules of law of the Greek Territory, are governed by Greek Law, by the applicable legislative provisions of the European Union and by International Treaties, and shall be interpreted in accordance with the rules of good faith and business usages.

22.6. If any term or provision hereof is held to be invalid or voidable, such invalidity or voidability shall not affect the validity of the remaining terms. The parties shall make every possible effort to replace the invalid or voidable provisions with others that approximate as closely as possible the content of the original provisions.

22.7. Subscribers to the Company's services must have reached the age of 18.

22.8. The Customer agrees that the details he/she completes in the applications sent to the Company are true and accurate. The Customer also declares that he/she does not knowingly infringe third-party rights. In the case of legal entities, the Customer binds the specific legal entity.

22.9. From the use of the Company's websites, it is presumed that the Customer agrees with all terms stated on this website. Reading this text is required before using the Company's services and his/her consent, as well as full and unconditional acceptance of the stated terms, is expressed by clicking the relevant acceptance field or by any other means that may lead to use of a service.

22.10. Each electronic order or renewal of services is sent to the Company via the internet only if the Customer has previously unconditionally accepted these terms, as additional confirmation that he/she has fully understood and agreed to them.

22.11. For any matter concerning Offers, Withdrawal Policy, Refunds, Abuse reports, report management procedures or any other related procedure, the Company's GTCs shall apply, unless more specifically provided otherwise in this SO or in a more specific text of the Company.