

Cloud Service Description

DNS and Web Services

Version 2019-01, Rev. 001

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Revision Details

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Description of Change	Version	Date	Author
Initial Version	2012-01	01/11/2011	Jürgen R. Weiss
Changes to Telephone number	2016-01	05/05/2016	Christiane Fendler
Update of Services	2019-01	21/08/2019	Vanessa Maresch





1. Terms and Conditions

- 1.1 In addition to Salt's Service Description General Terms and Conditions, the Customers', Resellers' or its Customers' use of the Services described in this document are subject to the additional terms and conditions as described in this document. Should any Section or provision of this document contravene with any Section of the Salt's Service Description General Terms and Conditions, the provisions of this document will supersede.

2. Domain Name Service (DNS)

2.1 Introduction

- 2.2.1 This service provides the registration, hosting and administration of the Customer's Domain Name Space.

- 2.1.2 The DNS zone files are hosted on Salt's domain name servers.

2.2 Deliverables

- 2.2.1 Salt will register, renew and host the Customer's Domain Name Space and bear the associated costs. Domain Name Spaces are limited to selected international domains (e.g. .com) and categorised Namibian domains (e.g..com.na). National domains which are not categorised and carry the .na extension only, will result into an additional annual Fee.

2.3 Responsibilities

- 2.3.1 If the Reseller registers, renews or transfers a domain name through Salt, Salt will submit the request to its domain name services provider (the "Registrar") on Reseller's behalf. Salt's sole responsibility is to submit the request to the Registrar. Salt is not responsible for any errors, omissions or failures of the Registrar. Reseller's or its Customer's use of domain name services is subject to the applicable legal terms of the Registrar posted on their web site. The Reseller is responsible for closing any account with any prior reseller or registrar for the requested domain name and the Reseller is responsible for responding to any inquiries sent to the Reseller by the Registrar. Salt may make changes to DNS zones and records on Salt operated DNS servers as deemed necessary.

3. Web Site Service (WSS)

3.1 Introduction

- 3.1.1.1 This Service provides the hosting of a Customer's web site on Salt's web servers.

3.2 Deliverables

- 3.2.1 Hosting of the Customer's Website will either be on a Microsoft Internet Information Server (IIS) web server or an Apache web server, and 20 GBytes disk space. Additional storage space for the web site can be made available on request and at an additional Fee.

- 3.2.2 This Service includes the use of either the Microsoft ASP/ASP.NET or the PHP server side programming language.

- 3.2.3 The Customer can request access to the raw web site pages and log files. Such access will be provided via FTP.

- 3.2.4 The bandwidth (data transfer) available free for this Service each month is 100 (One Hundred) Mbyte. However, if the Customer requires additional bandwidth this can be made available by Salt at an additional Fee.

- 3.2.5 The Customer can request at an additional Fee provisioning of a publicly available, open source content management system to be installed on its web site.

3.3 Responsibilities

- 3.3.1 Customers are responsible for all web site designs and web site maintenance (i.e. any changes in content). Salt does not provide web site content management assistance or support.

- 3.3.2 Should the Reseller's Customer wish to provide a method by which communications between third parties and a web site are secured via security certificates, it shall at its cost provide all necessary security certificates and shall be liable for all costs incurred by Salt in setting up such a facility including without limitation the costs of network interface cards and dedicated IP addresses.





4. Termination of Services

- 4.1 Should the customer wish to terminate any of the services hereto engaged as per the Service Order, the customer will: -
 - 4.1.1 Give Salt 30 days' notice in advance of such termination
 - 4.1.2 The customer will also introduce Salt to the new service provider within 3 working days from such notice to the new service provider to all for zone file transfer for the DNS services and the databases and web content for the Web Hosting services.

