



## **SPECIAL TERMS AND CONDITIONS FOR ADDITIONAL IP ADDRESSES**

These Special Terms and Conditions for Additional IP Addresses (“Additional IP Address Agreement”) define certain additional terms and conditions specific to Renovo’s providing of additional IP addresses to its Customers. The Additional IP Address Agreement is an integral part of your agreement with Renovo regarding your use of these Services, and is a part of and hereby included in Renovo’s General Terms of Service as published from time to time at [www.RenovoData.com/legal](http://www.RenovoData.com/legal). All capitalized terms used by not defined herein have the same meaning as defined in Renovo’s General Terms of Service. In the case of any inconsistency in the Additional IP Address Agreement and the General Terms of Service, this Additional IP Address Agreement shall apply only as to the specific instance of such inconsistency.

Upon placing an order (either online, by telephone or by receipt of payment by post mail) for Additional IP Addresses, you become a “Customer” of Renovo hereunder and a “User” of our Services. Upon becoming a Customer or User of our Services, without further action on your or our part, you expressly acknowledge, agree to, and are hereby legally bound by this Additional IP Address Agreement, and any future amendments and additions hereto published from time to time at [www.RenovoData.com/legal](http://www.RenovoData.com/legal).

### **DESCRIPTION OF THE ADDITIONAL IP ADDRESS SERVICE**

Additional IP addresses shall be ordered by the Customer when ordering a compatible service (Dedicated Server, Cloud Server, Dedicated Cloud, etc.), or else at any time directly through the Customer’s management interface.

Each compatible Service can be allocated a set number of additional IP addresses. The limits are defined and accessible on the Renovo Website. Each additional IP address is invoiced on a monthly basis. An additional IP address is automatically associated with the invoicing cycle of the Service to which it is allocated. Subsequently, the Customer shall be invoiced for using the IP address when it renews the compatible Service.

### **CONDITIONS FOR ALLOCATING AN IP ADDRESS TO A DEDICATED SERVER**

The number of additional IP addresses that can be allocated is limited in accordance with the Dedicated Server range ordered by Customer. These limits can be viewed on the Renovo Website and directly in the Customer’s management interface. Customer configures all parameters for use of its additional IP addresses using its management interface.

Customer may switch an additional IP address to another Customer Dedicated Server administered by Renovo using the Customer’s management interface. The allocation of an additional IP address to another Dedicated Server is counted in the maximum number of IP addresses that can be associated with such Dedicated Server.

**Renovo retains the right to refuse any application for additional IP addresses in its sole discretion.**

### **SWITCHING AN IP ADDRESS**

An IP address can be switched over by Customer’s administrative contact(s) for the original Service if such contact is also the administrative contact for the destination Dedicated Server as such Customer contact(s) are listed with Renovo in the Customer’s account information.

### **OWNERSHIP**

Renovo maintains and controls ownership of all IP numbers and addresses that may be assigned to Customer, and



Renovo reserves, in Renovo's sole discretion, the right to change or remove any and all IP numbers and addresses.

#### **RENOVO OBLIGATIONS**

- Renovo shall consider any additional IP address reservation request within 7 days. If Renovo does not respond to the Customer, the request is automatically refused. It is then up to the Customer to reapply as necessary.
- Renovo undertakes to use all due care and effort to ensure successful provision of Customer's IP addresses on the compatible Service or Services determined by Customer.
- Renovo shall provide unlisted IP addresses and, in the event that such addresses have been listed when used by a previous Customer, Renovo shall take all due care to have the previous customer delist the address, or, failing this, to provide new IP addresses after 7 days without obtaining such delisting.
- Renovo shall use reasonable efforts to implement the technical resources necessary to help protect the IP addresses of Customer if Customer is a victim of a software attack and such Customer notifies Renovo. Such protection does not in any event constitute an obligation to achieve a specific result for Customer or any liability if a specific result is not achieved. Renovo is only bound by a reasonable efforts obligation.

#### **SECURITY**

Renovo shall block any IP address allocated to Customer if it constitutes a risk to the security of Renovo's platform, whether as a consequence of a malicious act, following detection of a flaw in the system's security or otherwise.

Renovo may block and withdraw all of the Customer's IP addresses if Customer is in breach of its obligations hereunder.

Renovo has, and accepts, no liability regarding the use made by the Customer of the IP addresses allocated to it by Renovo. The Customer has and retains sole liability for all use of its allocated IP addresses, whether unlawful or fraudulent use or otherwise.

#### **CUSTOMER'S OBLIGATIONS AND LIABILITY**

The Customer shall use the IP address blocks allocated in compliance with all Renovo General and Specific Terms of Service.

Customer shall use IP addresses allocated to it within one month from allocation, otherwise Renovo retains all rights to block or withdraw such IP addresses.

Customer retains sole liability for the use of IP addresses allocated to it, including any application made by a third party relating to the use of an IP address allocated to the Customer. Customer cannot sell any IP addresses allocated to Customer to a third party. Customer's IP address block shall be recorded in the RIR's Whois database.

#### **TERMINATION**

Customer may request removal of an IP address. When the Customer requests removal of an IP address, Renovo shall first check that the IP address does not have a negative reputation, by checking that the IP address has not been blacklisted for SPAM, Phishing or malicious files, or other fraudulent activities and using such other methods as Renovo determines reasonably necessary to check the same. If in the event that the Customer's IP address is determined by Renovo to have a negative reputation, it is Customer's responsibility to delist it or ensure its delisting by a third-party so that Renovo may reallocate it to a new Customer.



If Customer cannot delist an IP address with a negative reputation, it will remain allocated to Customer and Customer shall continue to be invoiced for its use, nor will Renovo grant any request from such Customer to allocate any more additional IP addresses to it.