OakWall

OakWall Terms, Refunds, SLA and Privacy

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Everything worth knowing before you pay: what we do and don't do, how the infrastructure is built, when and how much we refund, what counts as downtime and what data we keep. We try to describe things as they actually are, without marketing.

1. Who we are and what we provide

OakWall is an online website-protection service ("we", the "Service"). It operates under the OakWall brand without a separately registered legal entity. The agreement with you (the "Customer") is formed when you register an account or pay, on the terms of this document.

The Service is provided by Дашко Марина Александровна, a self-employed individual (professional income tax payer, Russia), INN 230306766767. Details are in section 9.

What the service includes:

- reverse proxying of websites through our edge nodes and HTTP(S) request filtering (WAF, OakCheck bot checks, rate limiting);
- hosting DNS zones on our nameservers;
- issuing and renewing Let's Encrypt SSL certificates for connected domains;
- traffic statistics, an attack log and notifications in the panel and Telegram;
- email on the customer's domain (OakWall Mail) — in beta, with no availability guarantee.

2. How it works and where our limits are

Your visitors' traffic arrives at our edge nodes: traffic from Russia is handled by an edge node in Russia, while traffic from other countries is filtered by international nodes. The nodes filter requests and pass allowed ones to your server (origin). The control panel and the primary customer database run on a server in the Russian Federation (Moscow). DNS servers and mail run on dedicated nodes. All servers are rented from trusted hosting providers.

- Volumetric network-level attacks (L3/L4) are absorbed by our hosting providers' filtering. We cannot promise protection against an attack of any size: if one exceeds a provider's capacity, a node may be taken offline for a while and traffic moves to the remaining nodes.
- Application-level (L7) attacks are filtered by us. During an attack some visitors may see the OakCheck check page — that is the protection working, not a failure.
- We are not responsible for your server: if it does not respond, visitors will see a 502/504 error.
- Our IP addresses may be blocked by ISPs or regulators in some country, including Russia's RKN. We report such cases in our Telegram channel.

3. What is not allowed (AUP)

OakWall is not a "bulletproof" host. You may not host or proxy through the Service:

- phishing, fake bank, government or other service sites, drainers, stealers and fraud schemes;
- malware and botnet command-and-control;
- theft of credentials or payment data, carding;
- outbound DDoS, stressers, mass scanning, brute force and spam;
- child sexual abuse material, terrorist propaganda, trade in weapons or drugs.

If a violation can be fixed, we write to you first and give you 24 hours. For clear-cut violations from the list above (phishing, malware, child abuse material) service is terminated immediately. When service ends because of a violation, no refund is made. If you disagree, write to legal@oakwall.net and we will review the decision again.

Complaints about customers go to abuse@oakwall.net; we respond within 24 hours.

4. Payment and activation

- Prices are listed on the pricing page on the site and in the panel: in roubles for all payment methods. The rouble price is fixed and does not follow the exchange rate. You can pay by bank card, via SBP, in cryptocurrency or through LZT Market, either topping up your balance or paying for a plan directly.
- The service is digital, nothing is shipped: the plan is switched on in your account automatically as soon as the payment provider confirms payment. If confirmation is delayed, we activate it manually within 12 hours of your support request.
- Prices may change. A change never affects a period already paid for; we give at least 7 days' notice of any increase.

5. Refunds

> The short version: if the Service does not work because of us, we refund you — in money, not in credits.

5.1. The Service never worked. Within 7 days of payment you can get the full amount back if protection for your site did not work because of us and support could not fix it.

5.2. The Service was unreliable. If, in a calendar month, the availability of the OakWall network (section 6) fell below 99.9% because of us, we refund part of that month's price:

Monthly availability	Refund
99.9% or more	—
99.0% to 99.9%	10% of the month's price
95.0% to 99.0%	30% of the month's price

Monthly availability	Refund
below 95.0%	100% of the month's price

5.3. How to claim. Open a ticket in the panel within 30 days after the month ends (or within 7 days of payment for case 5.1). Give the domain and when the problem happened; external monitoring data helps but is not required — we check against our own. We decide within 3 business days and pay within 5 business days after that.

5.4. Where the money goes. Your choice: back via the method you paid with (where the payment provider allows it), to a crypto wallet or LZT Market account, or to your balance in the panel. We pay the transfer fee.

5.5. When no refund under 5.1 and 5.2 is due:

- service was terminated for breaking the rules in section 3;
- the site was down because of your server (origin) or DNS mistakes on your side;
- your domain or your IP addresses were blocked by a registrar, an ISP or a regulator;
- the problem is in a beta feature (such as OakWall Mail).

5.6. Cancelling at your own choice. You can cancel your plan at any time, even if the Service works normally, and we refund the cost of the unused full days of the paid period. The refund is requested and paid as in 5.3 and 5.4. The exception is service terminated for breaking the rules in section 3.

6. SLA: how we measure availability

Target availability of the OakWall network is 99.9% per calendar month (about 43 minutes of downtime). Downtime is time when none of our edge nodes answers requests to your domain from several regions, according to our monitoring or independent monitoring you provide.

Not counted as downtime:

- problems with your server (origin), including 502/504 errors;
- planned maintenance announced at least 48 hours ahead — no more than 4 hours a month;
- the OakCheck check page shown during an attack;
- blocking of our addresses by regulators in specific countries (section 2);
- beta features (OakWall Mail).

We post incidents and planned maintenance in our Telegram channel.

7. Privacy Policy and Data Processing

Data	Why and for how long
Email, password hash, 2FA settings, sign-up IP	Sign-in, notifications, fraud prevention. While the account exists.
Payment history	Billing and refunds. While the account exists. We never receive card data — payment providers handle it.
Request log for your sites: visitor IP, method, path and query string, status code, User-Agent, country, block reason	Statistics and attack investigation. 7 days, then deleted.
Hourly traffic statistics, attack log and security events	Charts and attack history in the panel. While the account exists.
Emails in OakWall Mail	Operating your mailbox. Until you delete them or the account.
Telegram ID (if linked)	Notifications. Until unlinked or the account is deleted.

- To filter attacks, edge nodes decrypt HTTPS traffic (terminate TLS). Request contents, including POST bodies and forms, are inspected in memory and never stored. Only the fields in the table above are logged.
- Database localization: primary collection, systematization, storage, clarification, and retrieval of personal data of citizens of the Russian Federation are performed using databases located in the Russian Federation (Moscow).
- Cross-border data transfer: for visitors of protected sites outside Russia, traffic and request parameters may be processed on international filtering nodes in compliance with statutory cross-border transfer rules.
- Data is stored on the Service and hosting-provider servers. Third-party analytics, session recording and payment conversion uploads are disabled. Hosting and payment providers receive only technical data needed to operate the Service. Panel administrators cannot choose your password, issue your API credentials or read your private mailbox. These are application controls, not end-to-end encryption: server operators technically have access to storage.
- Data subject rights: you have the right to access your personal data, request its rectification, blocking or deletion, and revoke your consent to data processing.
- Revocation of consent and data deletion: you can delete your account in the panel settings (domains, DNS zones, certificates, logs and history are deleted with it) or by sending a request to legal@oakwall.net or support@oakwall.net. Upon request, processing ceases and personal data is destroyed within 30 calendar days. Payment records are retained by payment providers under financial compliance rules.
- Data is disclosed to authorities only on a lawful request. Unless the law forbids it, we will tell you about such a request.

8. Liability and changes to these terms

- The main remedy for failures is the refunds in section 5. The Service's total liability for any claim is limited to what you paid for the last month. We are not liable for indirect losses or lost profit.
- Disputes are resolved through support. If we cannot agree and you paid through a marketplace (such as LZT Market), through that marketplace's arbitration.
- We announce changes to these terms at least 7 days ahead in the panel and our Telegram channel. Changes never cancel refunds for a period already passed. Past versions are available on request.

9. Contacts and details

- Support and refunds: tickets in the panel, Telegram @oakwallsupportbot
- Legal questions and appeals: legal@oakwall.net
- Complaints about customers: abuse@oakwall.net
- Service status and incidents: our Telegram channel

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