

TERMS OF SERVICE

Last updated April 24, 2026

AGREEMENT TO LEGAL TERMS

Zeromist LLC, operating as Lakenetworks (referred to as "Lakenetworks", "us", "we", "our", or the "Company"), with legal address at 15442 Ventura Blvd., Ste 201-955, Sherman Oaks, California, 91403, United States, manages the website Zeromist.net (the "Website") and provides hosting, connectivity, virtual machine, managed database, load balancing, CDN, managed security, web application hosting, and other related services (collectively, the "Services").

By accessing or using the Services, the client or user ("Client", "you", or "your") agrees to be bound by these Terms of Service (the "Terms"), including any future updates. If you do not agree to these Terms, you must not access or use the Services.

1. CONTRACT DURATION AND TERMINATION

Clients may discontinue using the Services at any time by accessing the client area and submitting a cancellation request, or by contacting Lakenetworks through the applicable support or billing channels. However, the contract duration is tied to the chosen billing period, and no refunds are provided for unused periods unless expressly stated in a specific written agreement or required by applicable law. The contract may be terminated by either party with 30 days' notice, where specified by the Service, except as indicated in Article 5.

2. PAYMENTS AND BILLING

- a. Payments must be made exclusively using the methods indicated during the checkout or ordering process.
- b. Refunds are not allowed after 72 hours from the activation of the Service, unless expressly stated in a specific written agreement or required by applicable law.
- c. In the event of payment disputes, chargebacks, fraud checks, or unpaid invoices, we reserve the right to suspend or terminate the Services.
- d. We reserve the right to apply interest, administrative charges, collection costs, and/or fees necessary for debt recovery in cases of late payments, to the maximum extent permitted by applicable law.

3. RENEWALS

Services must be renewed within 5 business days from their expiration date. After that period, the Services may be temporarily suspended. In the event of prolonged outstanding payment, the Service may be permanently deleted 7 business days after the expiration date. For legal, operational, security, backup, accounting, or compliance reasons, we may retain copies of data, logs, or backups for up to 12 months, or for any longer period required or permitted by applicable law. Retained copies are not guaranteed to be available for restoration.

4. CLIENT RESPONSIBILITIES

Clients are responsible for protecting, securing, and backing up their data hosted on or processed through the Services. Clients are also responsible for maintaining the confidentiality of account credentials, ensuring that their use of the Services complies with applicable law, and promptly notifying Lakenetworks of any suspected unauthorized access or security incident. Lakenetworks cannot be considered liable for any damages or data loss except where liability cannot be excluded under applicable law or where otherwise expressly stated in a written agreement.

5. ALLOWED USE AND FORBIDDEN CONTENT

Failure to comply with this Article may result in immediate Service suspension or termination, and may also result in notification to competent authorities when necessary or legally required.

- a. The use of the Services for offensive, harmful, abusive, fraudulent, or illegal purposes is strictly forbidden, including any use that violates the laws of the United States, the State of California, the European Union where applicable, or any other jurisdiction applicable to the Client or the Services.
- b. Uploading, hosting, storing, transmitting, or distributing copyrighted material, trademarks, software, media, or other protected content without the necessary rights, licenses, or permissions is not allowed.
- c. Uploading, hosting, storing, transmitting, or distributing child sexual abuse material, child exploitation material, or any similar illegal content is strictly prohibited.
- d. Activities such as phishing, spam, malware distribution, botnet command-and-control, credential theft, network abuse, unauthorized scanning, unauthorized access, denial-of-service attacks, DDoS attacks, or excessive resource usage are not allowed and may result in immediate Service suspension or termination.
- e. Clients must not use the Services in a way that harms, disrupts, degrades, or interferes with Lakenetworks' infrastructure, networks, other clients, upstream providers, Internet exchanges, or third parties.

6. LIMITATIONS OF LIABILITY

- a. Lakenetworks does not guarantee uninterrupted or error-free access to the Services and is not responsible for losses caused by interruptions, maintenance, routing changes, upstream failures, cyberattacks, force majeure events, or technical failures, unless otherwise expressly stated in a specific written agreement or service level agreement.
- b. If the Services include IP address allocation, we reserve the right to change the assigned IP address with 48 hours' notice when reasonably practicable. In urgent security, abuse, legal, routing, or operational circumstances, changes may be made with shorter notice or without prior notice.
- c. We provide basic support for minor issues through the applicable support channels. For dedicated assistance, managed support, professional services, emergency work, custom configuration, migration assistance, or out-of-scope work, we reserve the right to charge additional fees.
- d. To the maximum extent permitted by applicable law, Lakenetworks will not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages, including loss of profits, loss of revenue, loss of business, loss of goodwill, or loss of data, arising out of or related to the Services.

7. DDoS PROTECTION

Where included in the applicable Service plan, Lakenetworks may provide standard protection against DDoS attacks, including automatic detection, filtering, or mitigation based on the technical specifications of the ordered Service. DDoS protection does not guarantee that all attacks will be detected, filtered, or mitigated, and protection levels are not guaranteed unless expressly stated in a specific written agreement, order, or service level agreement.

8. CLIENT DATA AND KYC

- a. Clients must provide accurate, current, and complete information during registration, ordering, billing, and any required verification process. In the case of inaccurate, incomplete, suspicious,

or fake data, Lakenetworks reserves the right to request supporting documents, including identity documents, company documents, billing documents, or proof of authorization, and may suspend or terminate the Service if verification is not completed satisfactorily.

- b. In case of repeated violations of these Terms, suspected abuse, fraudulent activity, evasion of enforcement, or association with previously terminated accounts, all purchased Services may be suspended and/or terminated. We reserve the right to reject new registrations, orders, or renewals associated with the same person, entity, payment method, network, domain, or account group.

9. FAIR USE POLICY

Resource usage, such as - but not limited to - bandwidth, CPU, memory, storage, I/O, packet rate, support requests, and network resources, is governed by a fair use policy. If usage exceeds 5 times the average of our user base for comparable Services, or if it materially impacts Lakenetworks, other clients, upstream providers, or network stability, we reserve the right to contact the Client to establish additional charges, usage limits, a custom plan, mitigation steps, or Service modifications. We may suspend or restrict the Service where necessary to protect the network or other users.

10. CHANGES TO THE TERMS

Lakenetworks reserves the right to amend these Terms at any time. Updates may be communicated via the Website, the client area, email, or other reasonable channels. Continued use of the Services after an update constitutes acceptance of the updated Terms. If you do not agree to the updated Terms, you must stop using the Services and cancel any affected Service in accordance with the applicable cancellation procedure.

11. CONTACTS

For any question, assistance request, abuse report, or network operations matter, you can reach us via:

- Website: zeromist.net
- General inquiries: contact@zeromist.net
- Sales: sales@zeromist.net
- Abuse reports: abuse@zeromist.net
- Network Operations Center (NOC): noc@zeromist.net
- Phone: +1 (559) 500-4770
- Legal address: 15442 Ventura Blvd., Ste 201-955, Sherman Oaks, California, 91403, United States