

IP TUNNEL PRODUCT TERMS

MikeNetworks S.à r.l.-S. trading as NovaNode

Product Terms for: NovaNode IP Tunnel (WireGuard tunnel with routed public IP addresses)

Effective From: 20 October 2026

Version: 1.0

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1. SCOPE AND PRECEDENCE

1.1 These IP Tunnel Product Terms apply to the NovaNode IP Tunnel Service ("Tunnel Service") and form part of the Agreement under Section 8.1.5 of the NovaNode Terms of Service ("Terms"). Capitalised terms have the meaning given in the Terms.

1.2 In case of conflict between these Product Terms and Section 5 of the Terms, these Product Terms prevail for the Tunnel Service (Section 8.1.6 of the Terms). These Product Terms do not override Sections 4, 8.7, 9 or 11 of the Terms, and nothing in these Product Terms limits the mandatory rights of a Consumer Customer.

1.3 Changes to these Product Terms are made under Section 8.1.7 of the Terms. The version and effective date are stated above.

2. DESCRIPTION OF THE SERVICE

2.1 The Tunnel Service provides an encrypted WireGuard tunnel between equipment operated by the Customer and a NovaNode tunnel endpoint in Luxembourg, through which NovaNode routes one or more public IP addresses to the Customer. The Customer can use these addresses behind a connection that offers no public address of its own, such as a carrier-grade NAT or dynamic address. No BGP session, autonomous system number or routing registration by the Customer is required.

2.2 The IPv4 addresses or block and the IPv6 prefix routed to the Customer, their size and the price are those stated in the Customer's quote, order or service description. Any IPv4 block size and any IPv6 prefix size may be quoted; a single IPv4 address (/32) with an IPv6 /64 is the usual configuration. Additional addresses or a larger prefix during the term are requested in writing and quoted separately; a change takes effect when NovaNode confirms it and may involve renumbering under Section 5.5.3 of the Terms.

2.3 Each Tunnel Service includes: one WireGuard tunnel with a single peer; a fixed NovaNode endpoint address and port; the NovaNode public key, gateway addresses and the parameters needed to configure the Customer side; reverse DNS (PTR) records for the assigned addresses, set on request; and IPv4 and IPv6 forwarded without filtering of application ports, except as set out in Section 4.4. Features not listed in the order or in this Section are not included.

2.4 WireGuard is the only protocol offered. Other tunnel protocols, a second peer or endpoint, multiple tunnels for the same addresses, or a dedicated bandwidth commitment may be requested and are provided only where NovaNode confirms them in writing, at the price it quotes.

2.5 The Customer provides and operates its own equipment and software (router, firewall, server or client) and configures the tunnel on its side using the parameters NovaNode provides. NovaNode does not configure, manage or support the Customer's equipment, the Customer's internet access or any device between the Customer and the NovaNode endpoint. Documentation NovaNode provides for common equipment is for guidance only.

3. ORDER REVIEW AND ACTIVATION

3.1 Every Tunnel Service order is reviewed individually by NovaNode before activation (Sections 8.1.10, 8.1.11 and 8.2.2 of the Terms). NovaNode may ask the Customer to describe the intended use, the expected traffic pattern and the equipment to be used, and may decline an order without stating reasons except where the law requires reasons to be given. Where NovaNode declines an order after payment, the amount paid is refunded in full under Section 8.1.10 of the Terms.

3.2 Activation requires the Customer to provide its WireGuard public key through a support ticket from its account. Activation normally takes between one (1) and five (5) Business Days from the later of payment and receipt of the public key. The Service is activated when NovaNode confirms in the ticket that the tunnel is configured on its side; the billing period starts on the date stated in the order.

3.3 Public keys and configuration parameters exchanged during activation are removed from the ticket by NovaNode once the tunnel is operational. NovaNode never asks for, and the Customer must never send, a private key.

3.4 A Consumer Customer who asks for activation before the end of the fourteen (14) day withdrawal period acknowledges, under Section 8.7 of the Terms, that the Service is being performed during that period and that withdrawal after full performance is no longer possible. For a Tunnel Service, full performance begins when NovaNode confirms activation under Section 3.2.

4. BANDWIDTH, FAIR USE AND PERMITTED USE

4.1 The Tunnel Service includes unlimited ordinary traffic, subject to the Fair Use Policy in Section 5.2.5 of the Terms, which applies to the Tunnel Service as it applies to VPS Services. The Tunnel Service runs over NovaNode's shared network capacity. No bandwidth is dedicated to the Customer and no committed data rate applies unless NovaNode has confirmed a dedicated bandwidth commitment in writing under Section 2.4.

4.2 Unless a different figure is stated in the Customer's order, quote or service description, the monthly fair-use traffic reference level of a Tunnel Service is one (1) TB for each full euro of the monthly price of the Service exclusive of VAT, rounded up to the next whole TB, with a minimum of three (3) TB. For a Service billed per quarter, half-year or year, the monthly price is the recurring amount divided by the number of months in the billing period. Example: a Service priced at EUR 3.50 per month exclusive of VAT has a reference level of 4 TB per month.

4.3 Traffic is measured as aggregate inbound and outbound traffic through the tunnel during each billing month. A reference level is not a quota. Exceeding a reference level alone is not a breach of the Terms, does not automatically result in an additional charge, and does not automatically result in suspension or termination. The fair-use mechanism, including how NovaNode reviews sustained or unusually high traffic, the measures it may take and the notice it gives, is set out in Section 5.2.5 of the Terms. Where a review identifies a material impact, NovaNode may offer additional traffic allocation or a dedicated bandwidth commitment at a quoted price, or apply proportionate rate-limiting; NovaNode applies rate-limiting rather than suspension where this is sufficient.

4.4 Outbound traffic to TCP port 25 is closed by default to protect the reputation of NovaNode's address space. NovaNode opens it on request after review of the intended use, and may close it again where the addresses are listed on a reputation blacklist or where abuse is reported.

4.5 The Tunnel Service is intended for the Customer's own self-hosting, remote access and similar ordinary use. The following uses are not permitted unless NovaNode has agreed to them in writing: offering the tunnel, the assigned addresses or access through them to third parties as a VPN, proxy, anonymisation or exit service; reselling or sub-assigning the assigned addresses; operating open relays, open resolvers or other reflectors; and any use listed in Section 6.9 of the Terms. The Customer is responsible for all traffic sent through the tunnel and from the assigned addresses as if it originated from the Customer's own connection.

4.6 The Tunnel Service is not an anonymisation service. The assigned addresses are registered to NovaNode and traffic from them is attributable to the Customer's account. Flow records and connection metadata are processed as described in Sections 6.9.1 and 9 of the Terms and in the Privacy Policy, and may be preserved or disclosed under Section 9.9 of the Terms.

5. IP ADDRESSES

5.1 Addresses assigned under the Tunnel Service are Assigned IP Resources under Section 5.5 of the Terms: they are Provider-Aggregatable resources of NovaNode, are assigned for the duration of the Tunnel Service only, and give the Customer no ownership or transferable interest. Section 5.5 applies in full, including NovaNode's right to renumber under Section 5.5.3 with reasonable notice and the Customer's obligations under Section 5.5.5.

5.2 Registry data (including the geographic location and the abuse contact) for the assigned addresses is that of NovaNode and is not changed for an individual Customer. Reverse DNS records are set by NovaNode on request to hostnames under the Customer's control; NovaNode may refuse or remove a record that is misleading or infringes third-party rights.

5.3 Abuse reports concerning the assigned addresses are received by NovaNode and forwarded to the Customer. The Customer must respond within the time set out in Section 6.11 of the Terms. Where the Customer's use causes the assigned addresses or NovaNode's address space to be listed on a reputation or abuse blacklist, Sections 5.5.5 and 6.9.2 of the Terms apply, and NovaNode may renumber the Customer to other addresses rather than seek delisting.

5.4 On termination the assigned addresses are withdrawn and return to NovaNode under Section 5.5.3 of the Terms. The Customer must stop using them, and must update any DNS, certificates or configuration pointing to them, before the Service ends.

6. AVAILABILITY, SECURITY AND SUPPORT

6.1 The Tunnel Service is provided on a single NovaNode endpoint without redundancy, on a best-effort basis. No availability level, latency, throughput or packet-loss figure is guaranteed, and no service credit applies. Section 4 of the Terms governs liability. NovaNode may interrupt the Service for maintenance under Sections 5.2.4 and 8.6.4 of the Terms; where the endpoint address or port changes, NovaNode gives reasonable advance notice.

6.2 NovaNode may, without prior notice, rate-limit, filter or null-route traffic to or from the assigned addresses or the tunnel where this is necessary to mitigate an attack or protect the network, under Section 6.9.3 of the Terms. Traffic volume generated by attacks against the Customer's addresses is not counted against the Customer for the purposes of Section 4, but NovaNode may null-route an address under sustained attack.

6.3 The Customer keeps its WireGuard private key confidential and informs NovaNode without delay through a support ticket if it may have been disclosed. NovaNode replaces the peer configuration on request. Where NovaNode has reason to believe a key is compromised or the tunnel is being used by a third party, it may suspend the tunnel under Section 6.12 of the Terms until the key is replaced.

6.4 Support covers the NovaNode side of the tunnel: the endpoint, the routing of the assigned addresses, reverse DNS and the parameters NovaNode provides. On request NovaNode confirms whether handshakes from the Customer reach its endpoint. Support does not cover configuration of the Customer's equipment, routing inside the Customer's network, or problems caused by the Customer's internet access provider, such as blocked UDP ports, application-layer gateways or a modem without bridge mode. NovaNode may offer such help as a separately quoted paid service.

7. DATA, TERMINATION AND OTHER PROVISIONS

7.1 NovaNode stores no Customer content for the Tunnel Service; traffic passes through the tunnel and is not retained. The data NovaNode holds for the Service is limited to the account and order data, the tunnel configuration (public keys, endpoint and assigned addresses), reverse DNS records, and the flow records and logs described in Section 4.6. These are kept and deleted as set out in Section 9.7 of the Terms and in the Privacy Policy.

7.2 On request before or within thirty (30) days after termination, NovaNode provides the Customer with a copy of its tunnel configuration parameters and reverse DNS records in plain text. Because the assigned addresses are NovaNode resources, they cannot be transferred to another provider; switching to another provider consists of the Customer configuring a new tunnel with that provider and updating its DNS.

7.3 Termination, cancellation and the end of the billing period follow Sections 7 and 8.3 of the Terms. The tunnel is disabled and the addresses are withdrawn at the end of the paid period, or earlier where the Terms allow suspension or termination.

7.4 Where a provision of these Product Terms is found invalid or unenforceable, Section 11.3 of the Terms applies.