

MojoHost B.V. IP Address Policy

Created: July 1, 2015

Last Updated: July 1, 2015

IP Address Ownership

All IP addresses that MojoHost assigns to customers (1) remain the sole property of MojoHost, (2) are to be used exclusively on equipment located in the MojoHost datacenters and connected to the MojoHost network, and (3) may be used for the assigned purpose only. If a customer cancels its services, the customer may not take the IP addresses that customer used with customer; instead, MojoHost will reclaim the IP addresses and reissue them to other customers in the future. MojoHost may reclaim, resize, or reissue all IP addresses assigned to customers at any time. MojoHost will use commercially reasonable efforts to assign one usable IP address per connected server or device.

Customer-Provided IP Addresses

Customers may provide their own Regional Internet Registries (RIR) issued IP addresses, subject to certain technical limitations and verifications of ownership that MojoHost's networking department will assess at the time of the request. Customer owned IP prefixes must be specified on a Letter of Authority (LOA) presented to MojoHost, and once approved, will be announced through the Border Gateway Protocol (BGP) on the customer's behalf and routed to the customer's servers. Customer owned IP addresses always remain the property of the customer. At the customer's request, or should the customer cancel its services, MojoHost will stop announcing and routing those IP addresses. While MojoHost will make commercially reasonable efforts to ensure BGP prefixes are accepted by all upstream ISPs, MojoHost cannot guarantee global reachability for customer-owned IP addresses.

Review / Justification / Efficiency Guidelines

Because IPv4 addresses are a scarce resource, RIRs require ISPs to document that they are efficiently using existing assigned addresses and are planning efficient use of any addresses being requested. RIR policies and RFC 2050 promote conservation and deter wasteful use or stockpiling of IP space. MojoHost is required to comply with these policies when it goes to the RIRs to request more IP addresses to allocate, which means MojoHost must collect this information from its customers; failure to do so could result in the denial of any future requests MojoHost makes to its RIRs.

All customer IP address requests are subject to review by MojoHost to ensure efficient use and are not guaranteed to be approved. During the review, MojoHost will require customers to provide details about how each IP address will be used and technical justification why additional unique IP addresses are needed. When applicable, MojoHost may take steps to verify the validity of the information provided, including network scanning and server configuration inspection.

An initial review may take up to two business days, and depending on size and complexity may require additional time for completion. Accounts with open abuse tickets will have their IP requests held for processing until all abuse issues have been resolved.

Customers may continue to use assigned IP addresses as long as the usage information presented remains valid. MojoHost may request a review of customer IP utilization at any time, and will reclaim resources no longer found to be efficiently used.

Privacy of IP Address Information

MojoHost is required to provide customer reassignment information for all IP addresses, and does so by publishing publically viewable “rwhois” records. Details provided by customers during the IP address request process may be shared privately with the RIRs when needed to demonstrate MojoHost’s adherence to policies of efficient use.