



Terms of Service

These Terms of Service govern your use of XeraShield at <https://xerashield.net/>, operated by XERA INC. Last updated: September 29, 2026.

1. Acceptance of These Terms

By creating an account or using XeraShield, you agree to these Terms and to our Privacy Policy. If you do not agree, do not use the service.

2. Eligibility

You must be old enough to form a binding contract where you live, and in any case at least 13 years old. If you use XeraShield on behalf of an organization or Minecraft network, you confirm you have authority to bind it to these Terms.

3. The Service

XeraShield is an edge protection platform operated by XERA INC. It provides DDoS filtering, traffic engineering and load balancing for game servers and related networks. Features, locations and capacity may change over time, and we may add, modify or remove features at any time.

4. Your Account

You must provide a valid email address to register. You are responsible for keeping your password secure and for all activity under your account. Tell us promptly if you suspect unauthorized access. You may not share, sell or transfer your account without our written permission.

5. Acceptable Use

You agree not to use XeraShield to:

- Break any applicable law or infringe anyone's rights.
- Host, route or distribute illegal content, malware or phishing material.
- Launch, coordinate or facilitate attacks against any network, server or person, including DDoS attacks.
- Probe, scan, reverse engineer or attempt to bypass our filtering, security or rate limits.
- Resell or sublicense the service without our written permission.
- Interfere with or degrade the service or other customers' use of it.
- Abuse our staff, support channels or community spaces.

We may investigate suspected violations and may suspend or remove any service or account that breaches this section, with or without notice.

6. Fees and Payments

Some plans may be paid. Prices, billing terms and refund rules are shown at purchase. Unless the plan says otherwise, fees are non-refundable, and we may change prices with reasonable notice before your next billing period. Payments and billing are handled through our billing portal at <https://billing.xera.ca>, which is subject to XERA INC.'s general Terms of Service and Privacy Policy at <https://www.xera.ca/terms.html>.

7. Availability and Changes

We work to keep XeraShield running reliably, but we do not guarantee uninterrupted or error-free service. Maintenance, upstream provider issues, capacity limits and attacks can cause downtime. No filtering system stops every attack, and we do not guarantee that your services will remain online.

8. Suspension and Termination

You may stop using XeraShield and close your account at any time. We may suspend or terminate your access immediately if you breach these Terms, put the service or other customers at risk, or if we are required to by law. Sections that by their nature should survive termination, including 10 and 11, will survive.

9. Intellectual Property

XeraShield, its software, branding and documentation belong to XERA INC. or its licensors. These Terms give you a limited, revocable, non-transferable right to use the service and do not transfer any ownership. You keep all rights to your own content and services.

10. Disclaimer of Warranties

XeraShield is provided "as is" and "as available", without warranties of any kind, express or implied, including merchantability, fitness for a particular purpose and non-infringement, to the fullest extent permitted by law.

11. Limitation of Liability

To the fullest extent permitted by law, XERA INC. and its staff are not liable for indirect, incidental, special or consequential damages, or for lost profits, data or revenue, arising from your use of the service. Our total liability for any claim will not exceed the amount you paid us in the 3 months before the claim arose, or CAD \$50 if you paid nothing. You agree to indemnify XERA INC. against claims arising from your breach of these Terms or misuse of the service.

12. Governing Law

These Terms are governed by the laws of the Province of Alberta and the federal laws of Canada applicable there, without regard to conflict of law rules. Disputes will be handled in the courts of Edmonton, Alberta, Canada, unless the law requires otherwise.

13. Changes to These Terms

We may update these Terms from time to time. When we do, we will change the "Last updated" date above. Continuing to use XeraShield after an update means you accept the new Terms.

14. Contact

Questions about these Terms: email contact@xera.ca. XERA INC., Edmonton, Alberta, Canada.



Privacy Policy

This Privacy Policy explains what information XeraShield (<https://xerashield.net/>), operated by XERA INC., collects and how it is handled. Last updated: September 29, 2026.

1. Information We Collect

When you register, we collect only:

- Your email address
- The time your account was created
- Your password, which is stored encrypted

We do not store or log user IP addresses on registration. XeraShield does not ask for your name, phone number or address to create an account. If you make a purchase, details such as your name, phone number and address are requested on our billing portal at <https://billing.xera.ca>, which is covered by XERA INC.'s general Terms of Service and Privacy Policy at <https://www.xera.ca/terms.html>.

2. Protected Traffic

XeraShield filters network traffic in transit to block attacks. Handling that traffic requires momentarily processing network data, such as source addresses, to decide whether to allow or drop it. This processing is automated and exists only to provide the protection service.

3. How We Use Your Information

We use the information above only to:

- Create and secure your account
- Contact you about your account, service changes and security issues
- Provide, maintain and improve XeraShield
- Enforce our Terms and prevent abuse

We do not sell your information, and we do not use it for advertising.

4. How We Protect It

Passwords are stored encrypted and are never kept in plain text. We limit access to account data to staff who need it, and we use reasonable technical and organizational safeguards. No system is completely secure, so we cannot guarantee absolute security.

5. Sharing

We do not sell or rent your information. We share it only with service providers that help us run XeraShield (such as email delivery or hosting), when the law requires it, or to protect the rights and safety of our users and service. Providers are limited to using it for those purposes.

6. Retention

We keep your email address, account creation time and encrypted password for as long as your account is active. When you ask us to delete your account, we delete this information, except where the law requires us to keep it.

7. Your Rights

You can ask us to access, correct or delete the information we hold about you, or to close your account. Contact us using the details below and we will respond within a reasonable time. Depending on where you live, you may have additional rights under local privacy law, and we will honor them.

8. Children

XeraShield is not intended for children under 13, and we do not knowingly collect information from them. If you believe a child has registered, contact us and we will delete the account.

9. Changes to This Policy

We may update this Privacy Policy from time to time and will change the "Last updated" date above when we do.

10. Contact

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