

Public Offer for the Provision of Services

Approved

General Director

TimeWeb Co.Ltd

A.V. Bashirov

Order No. 29/01-01/21 dated 01/02/2021

Saint-Petersburg

TimeWeb Co. Ltd, hereinafter referred to as the "Contractor", represented by General Director A.V. Bashirov, acting under the Charter, addresses this offer to any individual, hereinafter referred to as the "Customer".

This offer, in accordance with Clause 2, Article 437, the Civil Code of the Russian Federation, is a public offer, full and unconditional acceptance of the terms hereof in accordance with Article 438 of the Civil Code of the Russian Federation shall be deemed that the Customer implements implicative actions – registration on the Contractor's website or payment for the Contractor's services.

Terms and definitions used herein

Hosting is a service that provides an option for placing and subsequent maintenance of the Customer's information on the Contractor's server connected to the Internet.

Login is a username in the Contractor's system of Latin letters and/or numbers, which, in combination with the Password, serves to identify the Customer. The login is issued by the Contractor to the Customer or generated by the Customer when ordering services.

Password is a set of Latin letters and/or numbers which, in combination with the Login, serves to identify the Customer. The password is issued by the Contractor to the Customer when ordering services.

Domain is an area of the hierarchical domain name space of the Internet designated by a unique domain name (for example: timeweb.ru) and is serviced by a set of DNS servers.

Domain name is a symbolic designation for network addressing that uses the Domain Name System (DNS).

Administrator is an individual or legal entity in whose name the domain name is registered.

Domain name registration is entering information on the domain name and its Administrator into a centralized domain name database. The minimum period for domain name registration is one year.

Domain name registration renewal is a confirmation by the Administrator of the need to use a domain name. The minimum period for domain name registration renewal is one year.

Tariff plan (tariff) is a set of price conditions under which the Contractor offers to use one or more services with certain parameters, including, but not limited to, bonuses.

Order is the Customer's request where the Customer specifies the content and the estimated initial period of using the Contractor's services.

Information System was created by the Contractor in order to provide the Customer with information related to the provision of services under the Agreement, as well as information about the Contractor. The Information System includes:

The Contractor's website located at timeweb.ru on the Internet. The Contractor's website provides the Customers with information around the clock, free of charge, in particular necessary for the conclusion and execution of the Agreement, the official documents of the Contractor, and others;

Control Panel (CP) is a set of necessary tools (services) provided by the Contractor to the Customer to manage the services. Through the Control Panel, the Customer can receive information about the services provided to them, the tariff plans used by the Customer, order, change or disable the service, etc.

Subject of the Agreement

1.1 The Contractor shall provide the Customer with services in accordance with the conditions provided for herein, and the Customer shall accept and pay for the services under the terms hereof.

1.2 The type and cost of services are determined on the basis of the Contractor's tariffs published on the Contractor's website and Orders sent by the Customer to the Contractor through the Contractor's website or through the Control Panel. Orders sent to the Contractor as above shall be recognized by the Parties as full-fledged documents in a simple written form.

1.3 The scope of services (the period of providing the services requested by the Customer from the Contractor) is determined by the amount of the advance payment made by the Customer.

Rights and Obligations of the Contractor

2.1 The Contractor shall:

2.1.1 Provide the Customer with the Services in accordance with the terms hereof.

2.1.2 Upon ordering a dedicated server, subject to the availability of technical capability, within 10 (ten) working days from the date of receipt of the first advance payment in the amount of the cost of the Services for the month/year (depending on the chosen tariff) to the Contractor's Account, install and set up a dedicated server on the site provided with a permanent Internet connection.

2.1.3 If technical capability is unavailable, the Contractor shall notify the Customer by sending an e-mail to the Customer and/or via the CP stating the reasons why the service cannot be provided on time specified in p. 2.1.2. hereof. The Parties shall deem the notification sent in these ways as a full legal document in a simple written form.

2.1.4 Provide the Customer with the Services around the clock without interruptions except in the following cases: interruptions in the provision of the Services are due to the actions or omissions of third parties and/or the inoperability of transport and information channels outside the Contractor's own resources, as well as the necessary repair and/or replacement of the Contractor's equipment and software, as well as in the event of accidents and force majeure.

2.1.5 In the event of an interruption in the provision of the Services hereunder, take all possible measures to eliminate the reasons for the interruption and the resumption of the Services.

2.1.6 The Contractor shall inform the Customer by email, through the CP, or by posting relevant information on the Contractor's website, about the scheduled preventive operations which entail the inability to use the Services, as well as the scheduled power outage.

2.1.7 Timely warning of the Customer about changes in cost and/or terms of service.

2.1.8 Provide support to the Customer in accordance with the service level agreement published on the Contractor's website. The advice provided by the Contractor to the Customer is of a recommendation nature.

2.2 The Contractor's rights:

2.2.1 The Contractor's obligations to provide the Services are counter relevant to the Obligations of the Customer, and the Contractor shall have the right to suspend the Services in the following cases:

If, in the Contractor's reasonable opinion, the Customer's use of the Services may cause damage to the Contractor and/or cause a failure of the Contractor's and third party's technical and software tools;

If the Customer violates the terms hereof, including the Rules of Service Provision published on the Contractor's website;

In other cases stipulated herein and by the applicable legislation.

2.2.2 The Contractor shall have the right to disable the Customer's equipment for preventive operations, subject to the advance notification to the Customer under p. 2.1.6. hereof. These service interruptions shall not be subject to compensation.

2.2.3 The Contractor reserves the right to recommend that the Customer switch to a different tariff plan depending on the Contractor's server resources consumed by the Customer.

Rights and Obligations of the Customer

3.1 The Customer shall:

3.1.1 Timely pay for the Contractor's Services hereunder.

3.1.2 Timely provide the Orders to the Contractor and make payments for domain name registration/renewal, other additional services hereunder.

3.1.3 Provide reliable personal data herein, in the documentation related hereto, on the Contractor's Website and in the CP. Responsibility for providing inaccurate data and possible adverse consequences of such actions shall rest with the Customer. The Contractor shall have the right to request documents from the Customer confirming the veracity of the information about the Customer, including by email (the request sent in this way shall be recognized by the Parties as a full legal document in a simple written form). In the event that the Customer does not provide such documents within the time frame specified in the request, the Contractor shall have the right to suspend provision of the Services to the Customer.

3.1.4 Timely notify the Contractor about the change of name, address, and contact information.

3.1.5 In case of technical problems, immediately inform the Contractor about it.

3.1.6 Comply with the Rules of Service provision published on the Contractor's website.

3.1.7 When the Customer uses the Contractor's services for activities that, in accordance with the legislation of the Russian Federation, are subject to certification and licensing, the Customer shall have properly issued licenses, certificates and other permits required for the above activities in the territory of the Russian Federation. In the absence of the required certificates and licenses, the Contractor shall not be responsible for the use of the Contractor's services by the Customer in violation of the applicable legislation.

3.1.8 If the Customer uses the Contractor's services for the purpose of collecting, storing and processing information containing personal data, as well as other confidential information, the Customer shall, at its own expense, ensure the security of such data in accordance with the applicable legislation.

3.1.9 The Customer shall ensure the confidentiality of its credentials (Login and Password(s) of the Customer, as well as other information authorizing the Customer in the Contractor's system). The Contractor shall not be responsible for damage of

any kind incurred by the Customer due to the disclosure of its credentials by the latter. Any person who provided the Contractor with the Password(s) and other confidential information required to identify the Customer, or using these data for authorization in the Control Panel, may be considered by the Contractor as a representative of the Customer acting on behalf of the Customer.

3.1.10 Timely get acquainted with the changes made by the Contractor to the terms hereof (including the cost of services, the cost of additional services, terms of using bonuses, terms of service), in the manner prescribed by p. 5.3. hereof, including by systematically tracking incoming messages/notifications in the Control Panel and the contents of the email specified by the Customer as a contact email.

3.2. The Customer shall have the right to:

3.2.1 Change the type and number of services. Change the configuration (add, replace or remove components) of the dedicated server equipment after its installation on the technical site of the Contractor if the Contractor has the technical capability. Configuration shall be changed by the service personnel of the Contractor in the manner specified in pp. 2.1.2-2.1.3, based on the Customer's Order when paying for the Order in accordance with the Contractor's tariffs.

Settlement Procedure

4.1 The cost of services is determined based on the Contractor's tariffs posted on the Contractor's website and the Orders. By concluding this Agreement (accepting the offer), the Customer confirms that it is familiar with and agrees with the Contractor's tariffs.

4.2 Payment for all services provided to the Customer shall be made by an advance payment in Russian rubles to the Contractor's account through bank branches, instant payment systems or in another way set out on the Contractor's website. The receipt for payment of services is independently generated by the Customer in the CP based on the Orders. The Customer's payment obligations shall be considered fulfilled upon receipt of the payment on the Customer's Personal Account in the Contractor's system. The money received to the settlement account of the Contractor shall be credited to the Customer's Personal Account in the Contractor's system, provided that the required identifying data (including the receipt number) are specified in the payment document.

4.3 When ordering a dedicated server before the expiration of the paid period, the Contractor shall refund the advance payment only for the full unused months. At the same time, the refund of the advance payment for the full unused months shall be effected exclusively at the request of the Customer, sent to the Contractor in writing (by email and/or through the Control Panel, while the notification sent to the Contractor in this way shall be recognized by the Parties as a full-fledged document in a simple written form). Payment for the dedicated server installation shall not be refunded to the Customer.

4.4 The Customer shall be responsible for the correctness of its payments. When changing the bank details of the Contractor, the Contractor shall notify the Customer

about this by posting a notification on the Contractor's website and/or in the Control Panel (a notification posted in these ways shall be recognized by the Parties as a full-fledged legal document in a simple written form). Upon such notification, the Contractor shall not be responsible for payments made by the Customer using outdated details.

Validity and Amendments

5.1 This Agreement shall enter into force upon acceptance of the terms hereof by the Customer (acceptance of the offer) in accordance with the procedure established herein. The date of entry hereof into force shall be the date of the conclusion hereof. The Agreement shall be considered to be concluded between the Contractor and the Customer who has accepted the offer in a simple written form.

5.2 This Agreement shall be valid for one year from the date of entry into force. If, 30 (thirty) calendar days before the expiry hereof, neither Party has sent a written notice to the other Party of the termination hereof (by email or through the Control Panel; a notification sent in these ways shall be recognized by the Parties as a full-fledged legal document in a simple written form), this Agreement shall automatically be extended for each subsequent year on the same terms, unless the Parties agree otherwise. The number of extensions shall be unlimited.

5.3 The Contractor shall unilaterally have the right to amend the terms hereof (including the cost of services, the cost of additional services, terms of using bonuses, terms of service) by posting information on the Contractor's website and/or in the Control Panel at least 10 calendar days before the changes come into force (a notification posted in these ways shall be recognized by the Parties as a full-fledged legal document in a simple written form). If the Customer continues to use the services, this means the Customer's consent to these changes.

5.4 If the Customer does not agree, the latter shall notify the Contractor about this before the changes come into force by an official letter (by email or through the Control Panel, while the notification sent to the Contractor in these ways shall be recognized by the Parties as a full-fledged document in a simple written form). In this case, the Agreement shall cease to be valid from the date the amendments come into force.

5.5 The Contractor shall have the right to provide the Customer with bonuses accrued on the terms stipulated by the tariff on the Contractor's website. If the Customer does not use the accrued bonuses within one calendar year from the date of their accrual, the bonuses shall expire and the Customer cannot use such bonuses. In addition the Customer shall lose the right to use bonuses accrued in the event of termination hereof, in case of suspension in the provision of the services by the Contractor in accordance with the terms hereof, and also in the event of a change in the terms for using such a bonus in accordance with the provisions of p. 5.3. hereof.

Responsibility of the Parties

6.1 If one of the Parties fails to comply with any of the provisions hereof, disputed issues shall be subject to settlement through negotiations and claims.

Questions and claims related to the provision of the services shall be sent by the Customer to the Contractor in writing, available by email: manager@timeweb.ru.

Claims sent to the Contractor as above shall be recognized by the Parties as full-fledged documents in a simple written form. The claim shall be considered by the Contractor within 30 (thirty) days from the date of claim registration.

All disputes not settled in a claim (pre-trial) procedure shall be subject to submission to the court at the location of the Contractor in accordance with the applicable legislation of the Russian Federation.

6.2 The Customer shall independently be responsible for the content of information transmitted by it or another person using the Customer's credentials on the Internet and the Contractor's own resources: for its reliability, clearance from third-party claims and legality of its distribution. The Contractor shall not be responsible for the content of information transmitted by the Customer via the Internet and the Contractor's own resources.

6.3 The Customer shall be fully responsible for the compliance of the information posted on the resources of the Contractor and the fact of placement (distribution, transfer) of this content with the applicable legislation.

6.4 Using the Contractor's services, the Customer shall be independently responsible for the harm caused by its actions (personally or by another person using the Customer's credentials) to the identity or property of citizens, legal entities, the state, or the moral principles of society.

6.5 The Contractor shall not be responsible to the Customer for delays, interruptions in work and inability to fully use the Contractor's own resources, occurring directly or indirectly due to the action or inaction of third parties and/or inoperability of transport and information channels outside the Contractor's own resources.

6.6 The Contractor shall not be responsible for the quality of communication channels if they are organized by other organizations.

6.7 The Contractor shall not be responsible for lost profits and opportunities, as well as for any indirect losses incurred by the Customer during the period of using or not using the Contractor's services. **Reimbursement of losses to the Customer by the Contractor shall be limited to the sum of real documented damage in an amount not exceeding the cost of services per month according to the Customer's tariff plan.**

6.8 Any services provided to the Customer by the Contractor are related to the Internet functioning, both on the technical resources of the Contractor and outside them. The Contractor shall not be responsible for changes in the properties, functions and quality of services provided to the Customer, if these are not explicitly described in the Agreement. The Contractor shall not be responsible for the quality, accuracy and absence of malicious components in the software used on the Contractor's

servers and other Internet servers or the software offered to the Customer, if it has not been developed by the Contractor itself.

6.9 The Customer assumes full responsibility and all risks associated with the use of the Internet through the resources and/or services of the Contractor.

Termination Procedure

7.1 The Agreement can be terminated at any time by agreement of the Parties.

7.2 This Agreement may be terminated unilaterally out of court at the initiative of the Contractor (the Contractor's unilateral refusal to execute the Agreement), including:

if the Customer violates the terms hereof (in particular, the Rules of Service Provision);

if the Customer performs technical or other actions not provided for hereunder, not sanctioned by the Contractor, entailing or likely to cause damage to the Contractor, third parties;

in case of insolvency (bankruptcy) of the Customer;

in other cases stipulated by the applicable legislation.

In this case, the Contractor shall send the Customer a written notice of unilateral termination hereof (unilateral refusal to execute the Agreement) stating the date of termination. The notification can be sent to the Customer by email and/or through the Control Panel (a document sent by the Contractor to the Customer in these ways shall be considered received by the Customer on the day it is sent, and is recognized by the Parties as a full-fledged document in a simple written form).

7.3 This Agreement may be terminated at the initiative of the Customer (unilateral refusal of the Customer to execute the Agreement):

by not making an advance payment for hosting services within 180 days from the date of the service scope expiration (expiration of the service provision period),

by not making an advance payment for hosting services within 30 days from the date of the service provision suspension (if payment for services has not been made since the registration),

by not making an advance payment for the dedicated server provision within 7 days from the date of the service scope expiration (expiration of the service provision period),

or on the basis of a notification sent to the Contractor in writing (possibly by email and/or through the Control Panel, while the notification sent to the Contractor in this way shall be recognized by the Parties as a full-fledged document in a simple written form). If the Parties have no claims to each other, the Agreement shall be considered terminated 15 (fifteen) calendar days from the date of receipt of the above notification by the Contractor.

The Agreement may be terminated at the initiative of the Customer in other cases provided for herein.

7.4 Upon termination hereof, all website files, databases and other information posted by the Customer shall be deleted from the resources of the Contractor without additional warning.

7.5 Upon termination hereof before the paid period expiration, the Contractor shall refund the cost of unused services to the Customer, minus the costs actually incurred by the Contractor (in particular, but not limited to: the cost of services provided, including the cost of the Contractor's services for registering domain names, the cost of equipment purchased for the Customer). The cost of unused services of a dedicated server shall be refunded to the Customer in accordance with p. 4.3. hereof. The balance shall be refunded on the basis of a written application of the Customer stating payment details for a cashless transfer. The refund application shall be accompanied by documents identifying the Customer. The Contractor shall not refund in the cash form.

Force Majeure

8.1 The Parties shall not be responsible for non-performance (inappropriate performance) of their obligations, if non-performance (inappropriate performance) was caused by circumstances of irresistible force (force majeure).

The Parties agreed to consider the following circumstances as force majeure: natural disasters, natural and industrial catastrophes, military actions, civil unrest, strikes, adoption by state or local governments of laws and by-laws preventing the execution hereof, terrorist acts, DDOS-attacks on the information resources of the Customer and third parties hosted by the Contractor, as well as on the Contractor's information resources, and/or the Contractor's equipment, and or the Contractor's network, other circumstances of irresistible force.

8.2 A party whose fulfillment of obligations is impeded by the relevant circumstances shall notify the other party on the occurrence of force majeure circumstances within three working days upon the occurrence of such circumstances. Failure to comply with the above notification obligation shall deprive the party of the right to invoke force majeure.

8.3 The term for the fulfillment of obligations shall be proportionately postponed for the duration of the force majeure circumstances and their consequences, unless otherwise provided by the additional agreement of the parties.

Final Provisions

9.1 Appendices hereto, including the Contractor's tariffs, the Rules of Service Provision and the service level agreement, are its integral part.

9.2 If any provisions hereof in any part are considered invalid, this shall not affect the validity of the remaining provisions hereof.

9.3 By entering into this Agreement (by accepting the offer), the Customer confirms its consent to the processing by TimeWeb Co. Ltd located at: Zastavskaya 22, bldg. 2, let. A, Saint-Petersburg, Russia, 196006, PSRN 5067847031357, its personal data (including anonymized personal data), namely: last name, first name, patronymic, address (including postal), telephone/fax number, email address, bank details, TIN, passport data, as well as other personal data provided for the following purposes, including: collection, recording, systematization, depersonalization, accumulation, storage, clarification (update, change), retrieval, use, distribution (including transfer to third parties, cross-border transfer), depersonalization, blocking, deletion, destruction of personal data, in order to conclude and execute the Agreement, including in order to provide information and reference services to the Customer, for marketing research, for advertising and information purposes, as well as to ensure compliance with laws and other normative legal acts. Personal data shall be processed both with the use of automation tools and without the use of such tools. In addition, the Customer agrees, in accordance with the above terms, to transfer, as part of the execution hereof by the Contractor, the information specified in Article 53 of the Federal Act dated 07/07/2003 No. 126-FZ "On Communication" to third parties. Consent to the processing of personal data shall be valid for the period necessary to achieve the above goals and can be revoked by sending a corresponding written application to TimeWeb Co. Ltd, Zastavskaya 22, bldg. 2, let. A, Saint-Petersburg, Russia, 196006, by Russian post with a receipt acknowledgment. Upon receipt of this notification, the Contractor shall have the right to suspend the provision of services hereunder.

9.4 The Customer shall not violate the exclusive rights of the Contractor to the Information System (its constituent parts), in particular, the Customer shall not reproduce, distribute, import, process (modify), communicate to the public and shall not copy for profit or without such a purpose, any part of the Information System of the Contractor.

9.5 The parties agree that the terms of the Agreement concluded by them apply to their relations that arose before the conclusion hereof (acceptance of the offer) in accordance with p. 2, Article 425 of the Civil Code of the Russian Federation.

9.6 By entering into this Agreement (accepting the offer), the Customer confirms its consent to receive from the Contractor and third parties (including, but not limited to: organizations providing services for making calls, SMS mailings, any other types of mailings and notifications; organizations providing services for conducting various surveys and studies and others) advertising and informational materials about the services and promotions of the Contractor and its partners.

9.7 The Parties recognize equal legal force of the handwritten signature and seal or any analogue of the Contractor's handwritten signature, reproduced by means of mechanical or other copying on documents related to the execution, conclusion or termination hereof.

9.8 By entering into this Agreement, the Parties acknowledge the binding legal force of the correspondence (including within the Ticket system) between the parties, as

well as the documents/information sent (content of emails) using the following email addresses:

on behalf of the Customer – the email address specified as a contact address in the account profile's Control Panel;

on behalf of the Contractor – any authorized email address on the timeweb.ru domain (including, but not limited to: info@timeweb.ru, abuse@timeweb.ru, law@timeweb.ru).

The Parties acknowledge and agree that any kind of correspondence sent in this way is recognized by the Parties as full-fledged documents in a simple written form and is coming from duly authorized representatives of the Parties even if they do not contain information about the sender.

9.9 By concluding this Agreement (accepting the offer), the Customer confirms that, prior to the conclusion hereof, they have read the Contractor's Rules and Tariffs (including the description of tariffs on the Contractor's website), the Service Level Agreement, as well as the Rules for the provision of telematic communication services, approved by Decree of the Government of the Russian Federation No. 575 dated 10/09/2007, as well as (including, but not limited to), with the terms of use of Microsoft software when ordering it through the Control Panel (<https://timeweb.com/ru/services/vds/>), agrees with the terms hereof, Contractor' tariffs and Rules and permits the use information about themselves for information and reference services hereunder.

9.10 In matters not governed hereunder, the parties shall be guided by the legislation in force in the territory of the Russian Federation.

Contractor's Details

Contractor: TimeWeb Co. Ltd

Legal address: Zastavskaya 22, bldg. 2, let. A, Saint-Petersburg, Russia, 196006

TIN: 7840339881

KPP: 781001001

PSRN: 5067847031357

Settl. acc.: 40702810055100186127

Bank name: North-western bank of PJSC Sberbank in Saint-Petersburg

Corr. acc.: 30101810500000000653

BIC: 044030653

OKVED: 63.11

Tel./fax

Moscow: 8 495 033 1081

Saint-Petersburg: 8 812 248 1081

Russia: 8 800 700 1081

License for the provision of telematic communication services No. 142739 dated 28/07/2016, valid until 28/07/2021, issued by the Federal Service for Supervision of Communications, Information Technology and Mass Media

Information support: info@timeweb.ru