

TERMS OF COOPERATION WITH RESELLERS

This document is an addendum to the [User Agreement](#) of SPACECORE SOLUTION LTD.

1. DEFINITIONS OF TERMS

1.1. «Reseller Cooperation Terms» — a document establishing the rules of interaction between Resellers and the Hosting Provider.

1.2. «Reseller» — a user engaged in the resale of the Hosting Provider's services and products under special terms.

1.3. «Hosting Provider» or «Company» — a legal entity collaborating with the Reseller.

2. GENERAL PROVISIONS

2.1. This document is not time-limited and can be annulled by the Hosting Provider.

2.2. Resellers are provided with a dedicated 24/7 communication channel with the support service to address any partnership-related issues.

2.3. The Hosting Provider reserves the right to terminate the agreement with the Reseller unilaterally without stating reasons.

2.4. Disputes and conflicts are resolved by appealing to the Company's management.

2.5. The Reseller's offer agreement must not contradict the Hosting Provider's User Agreement.

2.6. The Reseller cannot set prices for their services below the cost of similar services provided by the Hosting Provider.

2.7. Transferring existing services to a Reseller's account is not possible.

2.8. The size of the Reseller's discount is determined according to the rate plans specified in the "Reselling Program" section on the Hosting Provider's website.

2.9. A Reseller's account cannot be a referral of another user.

2.10. The Hosting Provider has the right to make changes to the Reseller Cooperation Terms, after giving prior notice to Resellers.

3. RESELLER'S OBLIGATIONS

- 3.1. Ensure timely and professional customer service.
- 3.2. Pay all invoices from the Hosting Provider promptly.
- 3.3. Monitor the relevance of tariff plans in accordance with the data from the Hosting Provider.
- 3.4. Set up and maintain their own infrastructure solutions necessary for selling services.
- 3.5. Report any arising issues or customer complaints that may require the intervention of the Hosting Provider.
- 3.6. Maintain the confidentiality of information received from the Hosting Provider and not disclose it to third parties without written permission.
- 3.7. Actively cooperate with the Hosting Provider on matters of service improvement, feedback, and problem resolution.

4. COMPANY'S OBLIGATIONS

- 4.1. Provide the Reseller with all the information that may be necessary to start operations.
- 4.2. Guarantee the reliability and availability of servers and associated services.
- 4.3. Ensure clarity and transparency in pricing for resellers.
- 4.4. Inform the Reseller about any updates, improvements, and changes to the Hosting Provider's services.
- 4.5. Guarantee the confidentiality of all data and information provided by the Reseller.
- 4.6. Maintain constant communication with the Reseller and timely inform them about all important issues.