

TERMS OF COOPERATION WITH RESELLERS

This document is an addendum to the [User Agreement](#).

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.