

# THE TERMS OF USE OF SPECIFIC SERVICES:

## REMOTE EQUIPMENT MAINTENANCE

*Please note: This document is an English translation of the document found [here](#). In the event of a conflict between the Russian version of this document and this translation, the Russian version shall prevail. Only the Russian version of this document found [here](#) is legally binding.*

*Revision dated June 01, 2022*

*Effective as of July 01, 2022*

The Terms of Use of Specific Services (the “Terms of Use”) are an integral part of the User Agreement (the “Agreement”). Capitalized terms that are used but not defined in these Terms of Use shall have the meaning ascribed to them in the Agreement.

### Terms and Definitions

**Remote Workers (Remote Equipment Maintenance)** – a service provided in 24×7×365 mode at the Customer's request for remote maintenance of the Customer's equipment hosted in the Contractor's Data Center, including the provision of consumables and the operations performance.

### 1. SUBJECT

1.1. The Contractor provides the Customer with an additional Remote Workers service (hereinafter referred to as the “Service”) within the framework of the main service “Equipment Hosting (Colocation)” provided/ordered. The main Service is provided within the relevant Terms of Use of Specific Services. The terms defined in the Terms of Use have the meaning assigned to them herein.

1.2. The list of services available for orders within the framework of the Service, their description, and cost are available on the official website of the Contractor <https://www.atlex.ru/en>.

### 2. PROCEDURES FOR THE PROVISION OF SERVICES

2.1. The Customer orders the Service by sending a request in the Ticket System.



2.2. In the request, the Customer specifies the scope of the Service and the date and time at which the Service should be provided. If necessary, the Contractor requests additional information.

2.3. In the absence of technical feasibility, the Contractor notifies the Customer about it, indicating the reasons why the Service cannot be provided.

2.4. The Contractor provides the Service solely based on the Customer's requests, in accordance with the information provided through the Ticket System.

2.5. After the Parties have agreed on all the information necessary for the provision of the Service (Technical Assignment), the Contractor informs the Customer through the Ticket System about the cost of the Service, the period of its provision, and the payment procedure.

2.6. The provision of the Service begins within, but not later than, 10 (ten) calendar days from the date of approval by the Parties of the Technical Assignment, subject to the availability of technical feasibility and payment for the Service by the Customer.

2.7. The Contractor does not perform input control of the components transferred by the Customer and does not perform their testing unless otherwise specified in the Ticket System.

2.8. The Contractor assumes no responsibility for damage to the equipment caused by the installation of faulty or incompatible components provided by the Customer.

### 3. PAYMENT FOR THE SERVICE

3.1. Unless otherwise provided herein, the Service is paid in the manner, period, and form established by the Agreement and agreed by the Parties in the Ticket System.

3.2. The information received through the Ticket System is the basis for invoicing by the Contractor to the Customer for payment of the Service.

### 4. END OF SERVICE PROVISION

4.1. Within 5 (five) calendar days after the provision of the Service, the Contractor sends notifications to the Customer in the Ticket System about the Service completion.

4.2. The Customer undertakes to make claims to the provided Service within 24 (twenty-four) hours from the moment of receipt of the notification of its provision. If the Customer has not sent claims and comments within the specified period, the Service is considered to have been properly provided.