

TERMS OF USE FOR INDIVIDUAL SERVICES CLOUD OBJECT STORAGE SERVICE

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These terms of use for individual services ("Terms") are an integral part of the User Agreement ("Agreement").

TERMS AND DEFINITIONS

Object storage- a company service designed for storage and distribution of unlimited volume of data.

Bucket -a first-level resource that allows you to organize the loading of objects in Object storage, object downloading, domain name and certificate binding. Buckets are characterized by a type that determines access restrictions to the data within them.

Storage class- a characteristic that determines the type of Container and is intended for implementation of various storage options.

Standard storage- the storage class that requires High-performance object storage with low response times.

Cold storage- a storage class designed for less active workers loads than in Standard Storage, which requires immediate access to rarely used data.

The primary account in the vault (primary user) is identification data that provides full access to the storage and the data contained therein.

1. ITEM

- 1.1. The Contractor provides the Customer with access to object storage (hereinafter referred to as the "Service"). A portion of the infrastructure resources hosted on the Contractor's Technical Platform is transferred to the Customer's disposal. The Customer accepts and pays the Contractor for the Service.

2. SERVICE SPECIFICATION

2.1. Description of Service:

- 2.1.1. Cloud object storage is a Service for providing data storage in the form of objects, where each object includes data, metadata and a unique identifier.
- 2.1.2. The service is designed for storing and managing unstructured data that can be used for various tasks. Object storage supports data access via an API.
- 2.1.3. The service provides the ability to scale depending on the Customer's needs, taking into account the volume of data and storage requirements.

3. PROCEDURE FOR PROVIDING SERVICES

- 3.1. The Customer may order the Service through the Personal Account or by submitting a request to the Contractor in any of the following ways: by telephone, through the website, by email, or in a messenger.
- 3.2. The provision of the Service begins from the moment the Service is created in the Personal Account, after the conditions described in paragraph 3.1 of the Terms have been met.
- 3.3. The customer can carry out work directly from the Personal Account.
- 3.4. When connecting to the Service, a Primary Account (primary user) is automatically created in the data storage. This account allows the Customer to access the storage using various software. The primary user has full access to the storage and all data contained within.
- 3.5. The Customer independently determines the Bucket type and can also change it at will during the use of the Service.
- 3.6. The Customer independently determines the Storage Class when creating a Bucket and cannot change this class later.
- 3.7. Account quotas are set by the Contractor automatically and can be changed upon request if technically feasible.
- 3.8. The Customer is prohibited from using the computing environment for:
 - 3.8.1. Storage of data that violates the current legislation of the Republic of Kazakhstan.
 - 3.8.2. Posting malicious scripts, data, and applications that may negatively impact the operation of other Customers or the computing environment.
- 3.9. Trial period
 - 3.9.1. The Service may be provided to the Customer under a trial period lasting 3 (three) calendar days or another period determined by the Contractor, starting from the moment of the first activation of the Service in the Personal Account.
 - 3.9.2. The decision to grant a trial period is made by the Contractor based on the Customer's request and after assessing the feasibility of granting the trial period. The Contractor reserves the right to refuse a trial period without explanation.

- 3.9.3. To activate the trial period, the Customer must submit an application to the Contractor using one of the available methods: through the Personal Account, the Contractor's official website, by email, or by another method specified by the Contractor.
- 3.9.4. During the trial period, the Customer may use the Service to the extent established by the Contractor, without charging a fee.
- 3.9.5. The trial period is provided only once and only to new Customers who have not previously activated this Service. Customers who have previously used the Service are not entitled to a repeat trial period.
- 3.9.6. Upon expiration of the trial period, unless the Customer has deactivated the Service through their Personal Account, its use automatically becomes subject to a fee in accordance with the price list established by the Contractor. The Customer is responsible for monitoring the end of the trial period and taking steps to deactivate it if they no longer wish to use the Service.

4. RESPONSIBILITY OF THE PARTIES

- 4.1. The distribution of responsibility for ensuring the operability and security of services between the Contractor and the Customer is carried out as follows:
 - Data - Customer
 - Applications - Performer
 - Middleware - Executor
 - Operating System - Performer
 - Virtualization Platform - Performer
 - Hardware Platform - Performer
 - Network Infrastructure - Contractor

5. SERVICE LEVEL ASSURANCE (SLA)

- 5.1. Customer requests are accepted via the Contractor's official Telegram bot (all requests are automatically registered in the Contractor's CRM): @PRO_DATA_Support_Bot or by phone: +7 (747) 507 3022.
- 5.2. Response time (responses to questions and requests) via instant messaging protocols (Telegram bot: @PRO_DATA_Support_Bot) is up to 10 minutes during normal operation and may be extended in the event of an emergency. Response time via email can be up to 24 hours.
- 5.3. Technical support is available 24/7, 7 days a week, 7 days a week, and 7 days a week. Requests may take up to 24 hours to process. If a request is beyond the technical support department's purview, it will be escalated to the appropriate department.
- 5.4. The Contractor guarantees the availability of the Service for the reporting period according to (SLA) — 99.9%.
In the event of a violation of the above service level, the Customer will be paid the

following compensation as a percentage of the cost of the reporting period of use of the Service:

Total availability time	Amount of compensation
More than 99.9%	0%
less than 99.9% but more than 99.0%	5%
less than 99.0% but more than 95%	10%
less than 95.0%	15%

- 5.5. Under no circumstances may compensation under the SLA exceed the amount paid by the Customer for a month of using the Service.
- 5.6. The time of unavailability of the Service due to maintenance work is not subject to compensation.
- 5.7. Downtime caused by force majeure and other circumstances not attributable to the Contractor is not eligible for compensation. Downtime caused by the actions (or inactions) of the Client is not eligible for compensation.
- 5.8. Unavailability of the Service (downtime) is defined as the time interval recorded by the Contractor based on its own data, and/or the time interval from the moment the Customer sends to the Contractor a message about the Unavailability of the Service via the Contractor's official Telegram bot (all requests are automatically registered in the Contractor's CRM): @PRO_DATA_Support_Bot or by phone: +7 (747) 507 3022, the fact of which was subsequently confirmed by the Contractor, and the moment the Service is resumed after the Contractor completes the restoration work.
- 5.9. The provided Compensation is a discount that reduces the cost of Services during the Reporting Period in which the Contractor calculated the Compensation and cannot be used in any other way. Providing Compensation does not imply payment of funds to the Client.
- 5.10. In the event of loss and/or damage to the Customer's information or content as a result of an accident caused by the Contractor, the Customer shall be provided with Compensation, based on the Customer's Request, in the amount of 50% of the cost of the Services consumed in the Reporting Period during which the loss and/or damage to the content occurred.

- 5.11. The Contractor shall not be liable for lost profits or any indirect damages incurred by the Customer during the period of use or non-use of the Contractor's Services/Works (in full or in part).
- 5.12. The Contractor is liable for damage caused to the Customer as a result of the use or non-use of the Services/Works of the Contractor (in whole or in part), only if the fault of the Contractor is proven, in an amount proportional to the share of the subscription fee for the period of downtime.