

PUBLIC OFFER

for the provision of hosting services, domain name registration services and related services

Revision date: 12.12.2025

SUVAN NET LLC, hereinafter referred to as the «**Service Provider**», represented by General Director Suvanov A.A., acting under the Charter, hereby publishes this Offer for the provision of hosting services, domain name registration services and related services.

1. General Provisions

1.1. These Terms, in accordance with Article 370 of the Civil Code of the Republic of Uzbekistan, constitute a public offer containing the essential terms of the agreement for the provision and use of the Services of the Service Provider to individuals and legal entities, hereinafter collectively referred to as the «**Subscribers**».

1.2. Full and unconditional acceptance of this Offer shall be any actions taken to comply with the conditions set forth herein, including registration as a Subscriber in the Service Provider's personal account system, signing documents using the electronic signature provided in the personal account, payment for the Services, as well as any other actions confirming the Subscriber's intention to use the Services.

1.3. From the moment of acceptance, the Subscriber is deemed to have read and agreed to this Offer and, in accordance with the Civil Code of the Republic of Uzbekistan, is considered to have entered into contractual relations with the Service Provider.

1.4. The obligations of the Service Provider are limited to the conditions of this Offer. The Service Provider does not provide Internet access to the Subscriber and is not responsible for the quality of such connection. The Subscriber shall obtain Internet access independently and at their own expense. The Service Provider does not provide services for the receipt and transmission of electronic messages at its office, does not configure or diagnose the Subscriber's equipment or software and does not train the Subscriber or their employees in the use of software or hardware.

2. Definitions

2.1. **Services** – services provided by the Service Provider, including virtual hosting, domain name registration, provision of virtual, cloud and dedicated servers, colocation, issuance of SSL certificates and other services related to hosting and maintaining Subscriber information on the Internet. The full list of Services is available on the Service Provider's website <https://www.ahost.uz>

2.2. **Subscriber** – an individual or legal entity that has accepted this Offer.

2.3. **Tariff, tariff plan** – the cost of a specific Service for a defined period of its use in accordance with the specifics of the relevant Service.

2.4. **Account, personal account** – the Subscriber's account created upon registration on the website clients.ahost.uz. The Account is individualized by a login and password and is used to access the personal account, connect and manage services, sign applications and agreements, perform settlements, top up the balance account, contact technical support and perform all operations related to the use of the Service Provider's services.

2.5. **Hosting account** – a set of data and configurations related to one Subscriber, including an account in cPanel, Plesk and other systems, individualized by a login and password.

2.6. **Hosting control panel** – systems such as cPanel, Plesk and others that allow the Subscriber to independently manage the virtual hosting service.

2.7. **Balance account** – the internal Account balance on which the Subscriber's funds deposited as prepayment for the Services are recorded.

2.8. **Bonus wallet** – the internal Account balance on which bonus units XP are recorded.

Other terms used in this Offer shall be interpreted in accordance with the applicable legislation of the Republic of Uzbekistan, the rules of domain registries and commercial practice.

3. Procedure for Signing Applications and Agreements

3.1. All applications, requests, confirmations, consents and other legally significant actions provided for by this Offer shall be sent and received electronically through the Subscriber's personal account.

3.2. Signing of applications and agreements shall be carried out as follows:

3.2.1. Individuals who are residents of the Republic of Uzbekistan sign documents using a digital signature or biometric FaceID signature provided by the functionality of the personal account.

3.2.2. Foreign individuals sign documents using an electronic signature in the personal account with the mandatory attachment of a color scanned copy of their passport.

3.2.3. Legal entities (residents and non-residents) sign documents through the personal account by an authorized person. At the request of the parties, the agreement may be signed at the Service Provider's office on paper.

3.3. The electronic signature used in the personal account is equivalent to a handwritten signature and has full legal force.

3.4. The fact of the Subscriber's authorization in the Account is considered proper confirmation of the Subscriber's identity.

4. Rules for the Use of the Services

4.1. Registration of an Account in the Service Provider's system is carried out by the Subscriber filling out the registration form and providing accurate data.

4.2. The Service Provider is entitled to verify the Subscriber's data and request supporting documents and, if necessary, suspend the provision of the Services until such documents are provided.

4.3. Restoration of access to the Account may be carried out by contacting the technical support service, subject to identification of the Subscriber based on the data they provided and the documents submitted.

4.4. The Subscriber obtains the ability to use the Services after payment of the invoice issued for the relevant Service, or debiting of funds from the Balance account or Bonus wallet, as well as subsequent activation of such Service in the Personal account.

4.5. The Subscriber independently selects and activates Services in the Personal account.

4.6. When using the Services, the Subscriber must comply with the requirements of the law, this Offer and the rules of the relevant domain registries.

4.7. The Subscriber bears full responsibility for actions and/or omissions that lead to the disclosure, loss, theft, etc. of their account details and other information that individualizes the Subscriber, as well as for any actions and/or omissions of third parties using the Subscriber's account details. The Service Provider is not liable for the above actions of the Subscriber and/or third parties using their account details.

4.8. By using the Services, the Subscriber agrees that various services provided by the Service Provider, web server error pages, warnings, including in case of Account blocking, and other software settings may be designed using graphic and other design elements, while these actions do not constitute a violation of any rights of the Subscriber.

4.9. When using the Services, any actions aimed at obtaining unauthorized access to the resources of the server and other technical means of the Service Provider, personal accounts and other data of other Subscribers, as well as to any other data available via the Internet are prohibited, in particular, the destruction or modification of software and/or data not belonging to the Subscriber without the consent of the owner of such software and/or data. Unauthorized access means actions aimed at obtaining access to resources in a way other than that envisaged by the resource owner as permitted.

4.10. When using the Services, the Subscriber is prohibited from sending bulk spam mailings, i.e. electronic messages of a commercial, advertising or other nature not agreed with the recipient of the information via email and chats, as well as to Internet forums, blogs and other resources allowing message publication, through the technical resources of the Service Provider. Distribution of information with the consent of the recipient, where there is an option to unsubscribe, is not considered spam. Electronic messages include email messages, messages in chats and other similar means of personal information exchange.

4.11. It is prohibited to send spam via resources not belonging to the Service Provider if the message contains contact details (website address, email address, etc.) maintained by the Service Provider.

4.12. It is prohibited to falsify service information, use non-existent return addresses in email headers and falsify one's IP address and/or addresses used in other network protocols when transmitting data.

4.13. The Service Provider introduces the following restrictions on the information («content») placed:

4.13.1. The Services must be used by the Subscriber only for lawful purposes and by lawful means.

4.13.2. The Subscriber is solely responsible for the content of information resources created and maintained by the Subscriber. The Service Provider does not carry out prior control over the content of information placed and/or distributed by the Subscriber, however, when such placement and distribution contradicts applicable law, the Service Provider is entitled to block and/or delete the respective Account.

4.13.3. It is prohibited to place and distribute information of an offensive, obscene, erotic or pornographic nature, calls for violence, overthrow of the existing government, etc., as well as to use email to send messages of this nature. Within the framework of these Terms, the Service Provider independently determines the nature of the posted and distributed information and the criteria for classifying it as information prohibited for placement and distribution in accordance with this clause.

4.13.4. It is prohibited to transfer, reproduce or distribute in any way software or any other materials that are fully or partially protected by copyright or other rights without the permission of the owner.

4.13.5. It is prohibited to place and distribute any information or software that contains computer viruses or other components equivalent to them.

4.13.6. It is prohibited to place so-called «doorways» and other forms of search «spam», as well as to place casinos, any gambling resources and any activities directly or indirectly aimed at generating profit and/or obtaining other benefits through fraud, deception or other illegal methods.

4.13.7. It is prohibited to advertise and sell services, goods and other materials the distribution of which is restricted or prohibited by the applicable legislation of the Republic of Uzbekistan.

4.13.8. It is prohibited to publish or otherwise place information about third parties that directly or indirectly affects the honor and dignity or business reputation of such third parties, as well as to place personal identifying information of third parties without their consent.

4.14. It is prohibited to perform actions aimed at transmitting meaningless or useless information to the resources of the Service Provider and/or third parties that creates excessive (parasitic) load on such resources,

as well as actions aimed at disabling or incorrect operation of the software and/or hardware serving such resources.

4.15. It is prohibited to perform any actions aimed at network scanning, identifying security vulnerabilities in software, password and other identifying data guessing, detecting lists of open ports, unprotected resource sections, etc., without the explicit consent of the owner, as well as to use anonymous proxy servers when using the Service.

4.16. It is prohibited to perform other actions that contradict applicable law and violate the rights and legitimate interests of the Service Provider and/or third parties.

4.17. The Subscriber is not entitled to use the resources provided by the Service Provider to run software whose operation may lead to disruption of the Service Provider's hardware and software system, as well as networks, software, hardware and/or information resources of third parties or to obtain illegal direct or indirect access to the information of third parties, regardless of whether such software is used by the Subscriber intentionally or unintentionally.

5. Types of Services and Special Conditions

5.1. Domain Registration

5.1.1. Registration of domain names in the UZ zone is carried out in accordance with the Regulation on the procedure for registration and use of domain names in the UZ domain, published on the website of the Administrator of the UZ domain zone: <https://cctld.uz/info/polru/>

5.1.2. Each domain zone has its own registry rules, including requirements for the Subscriber's registration data, delegation conditions, permissible content of resources, registration and renewal periods, availability or absence of a redemption period, as well as grounds for suspension, blocking or deletion of a domain name. The Subscriber undertakes to comply with the rules of the relevant registry. Current requirements are available on the official websites of the registries as well as in the international IANA database at <https://www.iana.org/domains/root/db>. These rules are an integral part of the terms for the provision of domain name registration services.

5.1.3. The Service Provider provides services for registration, renewal, transfer and restoration of domains in various domain zones as a registrar, reseller or partner of other registrars and registries. The actual scope of services and available operations depend on the policy of the relevant registry.

5.1.4. When registering domain names, the Subscriber must provide accurate data of the domain name holder (registrant). The data provided is used to confirm the rights to the domain and may be verified by the registry. If inaccurate data is detected, the registry and/or the Service Provider shall be entitled to refuse registration, suspend delegation or delete the domain.

5.1.5. In international domain zones, there are premium domains with special tariffs. If the domain ordered by the Subscriber is classified by the registry as a premium domain, the Service Provider shall be entitled to:

- refuse to register the domain and refund the amounts paid by the Subscriber; or
- offer the Subscriber registration at the registry price. In this case, registration will be carried out only after the Subscriber's written or electronic consent to the new price and full payment of the invoice.

5.1.6. Additional services may be provided for domains, including DNSSEC, electronic and paper certificates confirming ownership of a domain name, NFT certificates, DNS hosting and other options. Paid additional services are invoiced separately and activated only upon the Subscriber's consent and payment.

5.1.7. After domain name registration, some of the Subscriber's data may be published in WHOIS or similar services to the extent established by the relevant registry or ICANN. The Subscriber acknowledges and agrees that disclosure of such data is an integral part of the registration process and is not considered a breach of

confidentiality by the Service Provider. The Service Provider, for its part, will, where possible, minimize the transfer and publication of the Subscriber's personal data, hide data that can be hidden and will not transfer information to the registry that is not required by the domain zone rules. If the registry requires certain data to be mandatorily provided, the Service Provider is obliged to pass it in full. The Service Provider does not control the volume, composition or timing of data publication determined by the registry.

5.2. Virtual Hosting

5.2.1. The virtual hosting service includes the placement of the Subscriber's websites, files, databases and mailboxes on the Service Provider's servers using hosting account control panels.

5.2.2. It is prohibited to place malicious scripts, proxy scripts, materials that violate the law, as well as to use hosting resources for sending spam or attacking third parties.

5.2.3. The Service Provider is entitled to limit or block the Service in case of violation of these Terms, exceeding the permissible load on the server, or if there is a threat to the stability of the infrastructure.

5.2.4. Restoration of the hosting account password may be carried out by the Subscriber exclusively by making a request to the Service Provider's support department through the Personal account.

5.2.5. The Service Provider performs backup of data uploaded by the Subscriber within their hosting account. At the same time, backup of the Subscriber's data is performed by the Service Provider at terms and intervals determined by the Service Provider independently, unless otherwise provided by the Services connected by the Subscriber. Backups are not guaranteed and do not replace the Subscriber's obligation to make their own backups.

5.2.6. Backups made by the Service Provider may be incomplete and are not guaranteed in any equipment failure scenario.

5.2.7. The installation and use of proxy scripts within hosting accounts is strictly prohibited. If the Service Provider discovers installed proxy scripts on the Subscriber's hosting account, the Service Provider reserves the right to demand from the Subscriber a monetary compensation in the amount from 0.5 to 3 minimum wages (as established by the legislation of the Republic of Uzbekistan) for the installation and use of proxy scripts. The exact amount of compensation is determined by the Service Provider depending on the damage caused by the use of proxy scripts. After payment of the monetary compensation, the Service Provider resumes the operation of the Subscriber's hosting account. If the Subscriber refuses to pay the monetary compensation set by the Service Provider for the use of proxy scripts, the Service Provider reserves the right to completely cease servicing the Subscriber.

5.2.8. Use of the Services is limited by the technical parameters established by the selected virtual hosting tariff plan, as published on the website <https://www.ahost.uz>. The Subscriber is also not entitled to create a load on the Apache web server and/or MySQL database exceeding 10% of the total load of all Subscribers.

5.2.9. In order to combat «spam», the following restrictions on working with email apply:

- the number of emails sent from one Subscriber's mail domain per hour: no more than 50;
- the maximum number of simultaneous SMTP connections for one Subscriber's mailbox: 5;
- the maximum message queue retention time: 24 hours.

5.2.10. The size of an outgoing email shall not exceed 20 MB.

5.2.11. In addition to the technical restrictions set out in clause 5.2.8 of these Terms, the Service Provider may also establish other restrictions that are standard and common in the provision of similar services and are necessary to ensure the proper functioning of the Service Provider's hardware and software system in order to properly provide the Services in accordance with these Terms.

5.2.12. The total volume of incoming traffic of the Subscriber may not exceed 1/4 of the total volume of outgoing traffic, and foreign traffic may not exceed the volume of traffic in the TAS-IX network.

5.3. Virtual Server (VPS/VDS)

5.3.1. The virtual server service provides the Subscriber with a dedicated virtual environment with separate CPU, memory, disk and network resources within the selected tariff plan. The specific parameters (RAM amount, disk space, number of vCPUs, traffic, etc.) are indicated on the Service Provider's website and/or in invoices and are deemed agreed upon when ordering the Service.

5.3.2. The Subscriber independently installs, configures and updates the operating system and other software placed on the virtual server and bears full responsibility for the information hosted as well as for all actions and operations performed from this server.

5.3.3. Access to the virtual server is provided to the Subscriber in the form of administrative (root) or equivalent access. The Service Provider is not liable for the consequences of the Subscriber's actions performed using administrative rights, including, but not limited to, deletion of data, incorrect software configuration, or reduced server security.

5.3.4. Administration of the virtual server (installation and configuration of software, optimization, monitoring, response to security incidents, OS updates, etc.) is by default not included in the basic cost of the Service and is carried out either by the Subscriber or under a separate paid agreement (administration services), unless otherwise expressly stated in the tariff description.

5.3.5. The Subscriber is responsible for spam distribution, storage and distribution of illegal content, participation of the server in attacks (DDoS, brute force, scanning, password guessing, etc.), as well as for any other unlawful actions performed using the virtual server. If the IP address assigned to the Subscriber's server is blacklisted due to the Subscriber's fault, the IP address may not be replaced, or may be replaced for an additional fee, subject to technical feasibility and provided that the Subscriber has remedied the violations.

5.3.6. It is prohibited to use the virtual server to:

5.3.6.1. Organize open proxy servers, public VPN services, traffic anonymization nodes and exit nodes of anonymizer networks (Tor and similar), if this leads to abuse, complaints from third parties or IP address blocking.

5.3.6.2. Host mining software (cryptocurrency mining) and other high-load tasks not envisaged by the selected tariff, which create excessive load on the Service Provider's infrastructure.

5.3.6.3. Host botnets, malicious software, means of unauthorized access and any other means directly or indirectly aimed at disrupting the operation of other systems, networks or services.

5.3.7. The Service Provider shall be entitled, without prior notice to the Subscriber, to temporarily restrict or suspend the operation of the virtual server and, in case of repeated or gross violations, to terminate the Service, with subsequent notification of the Subscriber, if technically possible, through the Personal account and/or by email, if:

- the Subscriber's server creates a threat to the stability or security of the Service Provider's infrastructure;
- attacks, spam or other malicious activity originate from the server;
- the Subscriber ignores the Service Provider's notifications and does not take measures to remedy the violations.

5.3.8. Reboot, shutdown and reinstallation of the operating system on the virtual server may be performed by the Subscriber independently via the control panel. Reinstallation of the server results in irreversible deletion of all data stored on it. The Subscriber is responsible for making prior backups of data.

5.3.9. The Service Provider does not guarantee constant fixed performance of the virtual server in excess of the declared tariff parameters and is not liable for possible performance fluctuations due to objective technical features of virtualization and overall load on the infrastructure within normal operation.

5.4. Cloud Server

5.4.1. The cloud server provides the Subscriber with resources within the Service Provider's shared cloud cluster with the ability to scale resources within the technical limits of the platform and the selected tariff. The specific parameters (resources, traffic, functionality) are indicated in the tariff descriptions on the Service Provider's website and are deemed accepted by the Subscriber when ordering the Service.

5.4.2. The use of cloud servers is subject to the requirements and restrictions similar to those applicable to virtual and dedicated servers. The Subscriber undertakes not to violate the rights of third parties, not to use the resources for illegal activities and to comply with these Terms.

5.4.3. Changing the configuration of the cloud server (increasing or decreasing resources) may entail a change in the cost of the Service in accordance with the applicable Tariffs. The cost after a configuration change is calculated proportionally to the remaining prepaid period or as otherwise specified on the Service Provider's website.

5.4.4. The Service Provider is entitled to use mechanisms for dynamic redistribution of resources within the cloud cluster in order to ensure stable operation of the infrastructure as a whole. In doing so, it guarantees provision to the Subscriber of at least the minimum resources provided by the Subscriber's tariff plan.

5.4.5. Creation of snapshots, images and backups of cloud servers, as well as restoration from such backups, is carried out either by the Subscriber or under additional paid services, unless otherwise specified in the tariff description. The safety of such backups in all possible failure scenarios is not guaranteed and does not cancel the Subscriber's obligation to maintain their own independent copies of critically important information.

5.4.6. The Service Provider is not liable for the correctness and stability of the software installed by the Subscriber on the cloud server, as well as for the consequences of changes made by the Subscriber to operating system and application settings.

5.5. Dedicated Server

5.5.1. The dedicated server service involves providing the Subscriber with a separate physical server for lease, located in the Service Provider's data center. The equipment remains the property of the Service Provider unless otherwise expressly provided by a separate equipment sale agreement between the parties.

5.5.2. The configuration of the dedicated server (type and model of processor, memory size, disk subsystem, network interfaces, etc.) is determined by the selected tariff or individual commercial offer and is deemed agreed upon when placing the order.

5.5.3. The Subscriber bears full responsibility for the information hosted on the dedicated server, for the security of the installed software, the server configuration and for all consequences of using the server, including information security incidents and any potential damage to third parties.

5.5.4. Technical maintenance of the equipment (replacement of failed components due to normal wear and tear, hardware diagnostics, etc.) is performed by the Service Provider at its own expense and within a reasonable time. At the same time, the Service Provider is not responsible for loss or damage of data on disks as a result of equipment failure, even if the replacement is carried out at the Service Provider's expense. The obligation to back up data lies with the Subscriber.

5.5.5. The Service Provider shall be entitled to suspend operation of the dedicated server in cases similar to those specified in clause 5.3.7 of these Terms (malicious activity, attacks, spam, threat to infrastructure, etc.), with subsequent notification of the Subscriber through the Personal account and/or by email.

5.5.6. Changing the configuration of the dedicated server (increasing RAM, replacing or adding disks, installing additional network cards, etc.) is carried out by agreement of the parties and may be a paid service. The cost and timeframes for performing such work are determined by the Service Provider's price list or an individual agreement.

5.5.7. Remote access to the dedicated server (IP-KVM, virtual ISO, etc.), if provided, may be included in the tariff or offered as an additional service, depending on the applicable Tariffs and the Service Provider's technical capabilities.

5.5.8. In case of systematic violations of these Terms by the Subscriber, the Service Provider shall be entitled to refuse renewal of the dedicated server lease agreement and to discontinue the Service after the expiration of the already paid period, with notification of the Subscriber.

5.6. Colocation

5.6.1. The colocation service provides the Subscriber with the opportunity to place their own server and other telecommunications equipment in the Service Provider's data center with the provision of power, communication channels and climate control in accordance with the selected tariff and technical parameters of the site.

5.6.2. Before delivery and installation of the equipment in the data center, the Subscriber must check its operability, perform maintenance and cleaning from dust and ensure the absence of obvious defects that may cause overheating, short circuit, fire or other emergency situations.

5.6.3. The Subscriber must provide the Service Provider with complete and accurate information about the installed equipment (model, serial numbers, power consumption, placement scheme, contact details of responsible persons, etc.) and promptly update this information when the configuration changes.

5.6.4. The Subscriber undertakes not to exceed the power consumption and heat dissipation limits established for the allocated space (cabinet, units, rack space, etc.). If the established limits are exceeded, the Service Provider is entitled to require that the load be brought within permitted values, revise the cost of the Services or suspend the operation of part of the equipment until the violations are eliminated.

5.6.5. In case of smoke or fire caused by the Subscriber's equipment resulting in activation of the gas fire suppression system, the Subscriber must reimburse the Service Provider for the cost of the extinguishing agent used, the cost of restoring the system and other documented expenses related to eliminating the consequences of the incident, including any potential damage to the equipment of the Service Provider and other Subscribers.

5.6.6. The rules for access to the data center (visiting regime, procedure for issuing passes, permitted time of stay, escort by the Service Provider's personnel, etc.) are determined by the Service Provider's internal regulations and communicated to the Subscriber. The Subscriber undertakes to comply with the established access control and on-site regime, as well as safety requirements.

5.6.7. Any work with the Subscriber's equipment in the data center (connection, disconnection, relocation, replacement, connection of additional cables, etc.) may be performed:

- by the Subscriber personally in the framework of agreed time windows and in accordance with the access rules;
- by the Service Provider's personnel at the Subscriber's request (remote hands service) for an additional fee in accordance with the applicable Tariffs.

5.6.8. The Service Provider is not liable for malfunctions of the Subscriber's equipment caused by internal equipment factors (defects, wear and tear, improper assembly, configuration errors, etc.), as well as for data loss resulting from failure of the Subscriber's equipment.

5.6.9. Upon termination of the colocation service, the Subscriber must dismantle and remove their equipment from the Service Provider's data center within the period agreed by the parties. If the equipment is not removed within the specified period, the Service Provider is entitled to move it to a storage facility with a storage fee charged in accordance with the applicable Tariffs and, in the absence of the Subscriber's response within 30 calendar days, to dispose of or sell the equipment in accordance with the legislation of the Republic of Uzbekistan. Funds received from the sale are used to cover the Service Provider's costs for storage, dismantling and other expenses.

5.7. SSL Certificates

5.7.1. A description of the SSL certificates offered is published on the website ssls.uz

5.7.2. SSL certificates are divided into DV, OV, EV and CodeSign.

5.7.3. OV, EV and CodeSign certificates require additional verification (validation) of the Subscriber's company or identity. The validation period is generally from 5 to 30 days, provided that the Subscriber promptly submits all requested documents and information. The Subscriber is responsible for any delay caused by their failure to provide data.

5.7.4. The Service Provider is not liable for any increase in the certificate issuance time due to reasons attributable to the certification authorities or delays in the submission of documents by the Subscriber.

5.7.5. The Service Provider does not control the processes of verification and issuance of certificates by certification authorities.

5.8. Acceptance of Applications in Electronic Form

5.8.1. The Service Provider accepts the Subscriber's applications, requests, consents and other documents in electronic form through the personal account.

5.8.2. For individuals who are residents of the Republic of Uzbekistan, such documents are signed using a digital signature or FaceID.

5.8.3. For foreign individuals, signing in the personal account with a passport scan attached is required.

5.8.4. For legal entities, documents are signed by an authorized person through the personal account or at the Service Provider's office on paper. In both cases, the documents have equal legal force.

6. Rights and Obligations of the Subscriber

6.1. The Subscriber undertakes to:

6.1.1. Unconditionally comply with these Terms and monitor changes and additions to them and their Annexes published on the Service Provider's website (<https://www.ahost.uz>), as well as other commercial practices existing in the field of the Services.

6.1.2. When registering an Account, provide true, accurate and complete information about themselves on all issues requested during registration and keep this information up to date.

6.1.3. Monitor changes in the cost of the Services provided for by the Tariffs. Changes in the cost of the Services are published on the Service Provider's website (<https://www.ahost.uz>).

6.1.4. In the event of a change in the cost of the Services and the Subscriber's disagreement with the new Tariffs, notify the Service Provider in writing of their disagreement with the new Tariffs before the date of their entry into force.

6.1.5. Independently monitor and make payments in a timely manner in the amounts and in the manner provided for by these Terms.

6.1.6. Use the Services and place information in the course of using the Services only in accordance with the requirements of applicable law and these Terms, including not placing on the technical resources of the Service Provider any software and information prohibited from storage, use and/or distribution or restricted in storage, use and/or distribution under the legislation of the Republic of Uzbekistan and other national and international legislation.

6.1.7. Not cause damage to the software environment, technical and software tools, or the nodes and servers of the Service Provider and third parties.

6.1.8. Respect copyrights and other rights to software, information and documentation provided by the Service Provider and/or third parties. Independently bear responsibility for any infringement of copyright, patent or other rights, and timely respond to complaints forwarded by the Service Provider regarding violations of such rights. Reimburse the Service Provider for losses in the event of attempts to hold or holding the Service Provider liable by third parties for infringement of the above rights by the Subscriber's information.

6.1.9. Maintain the confidentiality of their account details and take measures to protect them from loss, theft, damage, etc.

6.1.10. Independently perform backup of their data at intervals that minimize the risk of data loss in the event of interruptions in the provision of the Services caused by failures and other reasons beyond the control of the Service Provider.

6.1.11. Fully perform other obligations, requirements and restrictions provided for by these Terms.

6.2. The Subscriber independently determines the scope of the Services provided to them by selecting tariff plans.

7. Rights and Obligations of the Service Provider

7.1. The Service Provider undertakes to:

7.1.1. Ensure the provision of the Services in a volume corresponding to the amount of prepayment made by the Subscriber for the Services in accordance with these Terms, 24 hours a day, 7 days a week, including weekends and public holidays. When providing the Services, the Service Provider guarantees the quality of the Services in accordance with the standards and technical regulations established in the Republic of Uzbekistan.

7.1.2. Keep records of prepayments and the Subscriber's consumption of the Services.

7.1.3. Publish on the Service Provider's website (<https://www.ahost.uz>) changes and additions to these Terms, Tariffs and other documents related to the provision of the Services no later than 5 calendar days before the date of their entry into force.

7.1.4. Maintain the confidentiality of the Subscriber's account details. The Service Provider has access to the Subscriber's information for the purpose of technical provision of the Services, and also has the right to access such information in cases of claims from third parties regarding unlawful and/or malicious actions, as well as other actions of the Subscriber causing harm to the Service Provider and/or third parties. The Service Provider is entitled to disclose the above data only to competent state authorities in cases provided for by the applicable legislation of the Republic of Uzbekistan. The Service Provider's backup of data is not considered a breach of confidentiality.

7.2. The Service Provider has the right to:

7.2.1. Suspend the provision of the Services to carry out necessary scheduled preventive and repair work on the technical resources of the Service Provider, as well as unscheduled work in emergency situations. Notice of such work that leads to suspension of the Services shall be published by the Service Provider on its website indicating the expected duration of such work (with the exception of emergency situations where information on suspension of the Services shall be published by the Service Provider as far as possible).

7.2.2. Interrupt the provision of the Services if this is due, among other things but not limited to, the impossibility of using information and transport channels that are not the Service Provider's own resources, or the actions and/or omissions of third parties, if this directly affects the provision of the Services under these Terms, including in emergency situations. In this case, the Service Provider also has the right to temporarily remove the delegation of the Subscriber's website from its own resources in the event of a DDoS attack on the Subscriber's website, which inevitably creates excessive load on the Service Provider's resources and makes it impossible for other Subscribers to use the Service Provider's Services. The Service Provider shall not be liable to the

Subscriber and shall not compensate the Subscriber for losses incurred or potentially incurred by the Subscriber in connection with delays, interruptions and the inability to fully use the Service Provider's resources and Services arising from the above reasons.

7.2.3. Unilaterally make changes and additions to these Terms and Tariffs by publishing such changes and additions on the Service Provider's website (<https://www.ahost.uz>).

7.2.4. Suspend the provision of the Services or cancel registration of an Account and/or domain and refuse further provision and use of the Services if the Subscriber provides incorrect information or fails to update it when the data changes, as well as in the event of late submission of supporting documents, or if the Service Provider has doubts that the information provided by the Subscriber is true, complete or accurate, and also to write off the remaining funds of the Subscriber without acceptance in cases and in the manner provided for by these Terms.

7.2.5. Suspend the provision of the Services in case of violation by the Subscriber of these Terms or applicable law.

7.2.6. Block and/or delete the Account in the cases and in the manner provided for by these Terms.

7.2.7. Suspend, block or prohibit the use of the Subscriber's software within the provision and use of the Services if the operation of such software leads or may lead to emergency situations, compromise of the Service Provider's security system, violation of these Terms or applicable law.

7.2.8. The Service Provider accepts applications, requests and other legally significant documents through the Subscriber's personal account, through official electronic document management systems registered with the Tax Committee of the Republic of Uzbekistan as EDI operators, or during the Subscriber's personal visit to the Service Provider's office. All such documents must be signed with the digital signature of the Subscriber or an authorized person, or a handwritten signature when submitted at the office. These measures are necessary to ensure the protection of the Subscribers' data from fraudsters.

8. Cost of the Services, Balance Account and Settlement Procedure

8.1. The cost of the Services is determined in accordance with the Tariffs, which are an integral part of these Terms. The Tariffs are published by the Service Provider on the website (<https://www.ahost.uz>).

8.2. The total cost of the Services is determined as the sum of the funds debited for the Services rendered to the Subscriber at the Tariffs in force at the time the Services are provided.

8.3. The Services are paid by the Subscriber on a prepayment basis pursuant to clause 6.1.5 by transferring funds to the Service Provider's bank account, by topping up the Balance account, or by debiting funds from the Bonus wallet if there are sufficient XP bonus units.

8.4. The start date for the provision of each individual Service shall be the date of its activation in the Personal account after successful receipt of payment made in the manner established by clause 8.3 of these Terms.

8.4.1. The Service Provider has the right to debit the remaining funds of the Subscriber in the event of deletion of the Account in the amount and manner provided for by these Terms.

8.4.2. If the Subscriber does not notify the Service Provider in writing of their disagreement with the new Tariffs within the period provided for by these Terms, the Subscriber is deemed to have agreed to the change of the Tariffs, and the funds for the Services rendered shall be debited by the Service Provider at the new Tariffs.

8.4.3. Exchange of agreements, invoices, statements, reconciliation acts and other primary accounting documents between the parties is carried out in electronic form in accordance with the Law of the Republic of Uzbekistan No. 611-II «On Electronic Document Management» dated 29.04.2004. All documents are signed by the parties through the system of an official electronic document management operator. The Service Provider,

within 5 (five) business days after the end of the reporting month, generates and sends the Subscriber an invoice in electronic form.

8.4.4. All bank and other commission fees related to payment for the Services shall be borne by the Subscriber.

8.5. Balance Account

8.5.1. The Balance account is intended to record the Subscriber's funds, which may be used to pay for any Services of the Service Provider on the ahost.uz website.

8.5.2. The Balance account is replenished by any available payment methods indicated on the Service Provider's website and in the personal account.

8.5.3. To pay for a Service, the amount on the Balance account must be equal to or greater than the full cost of the Service. Partial payment from the Balance account is not allowed.

8.5.4. Refund of funds from the Balance account is carried out solely upon an application from the Account owner, submitted and signed in the manner established by Section 3 of these Terms, and in cases provided for by this Offer.

8.6. Bonus Wallet

8.6.1. As part of the loyalty program, the Service Provider may credit Subscribers with XP bonus units to the Bonus wallet.

8.6.2. 1 XP is always equal to 1 sum.

8.6.3. The procedure for crediting XP and the terms of the bonus program are determined by the Service Provider's internal policy and may be changed unilaterally by publishing up-to-date information on the Service Provider's website.

8.6.4. Accumulated XP may be used to pay for any Services of the Service Provider on the ahost.uz website.

8.6.5. To pay for a Service from the Bonus wallet, the XP amount must fully cover the cost of the Service. Partial payment with XP is not allowed.

8.6.6. XP is not subject to exchange for money, is not refunded upon termination of the agreement and cannot be transferred to other Subscribers, sold or used in any way other than to pay for the Services in the manner provided for by these Terms.

8.6.7. Each credited XP bonus unit is valid for 365 calendar days from the date it is credited. Upon expiration of this period, unused XP is cancelled and is not subject to restoration, refund or compensation.

8.7. Payment Methods

8.7.1. The Service Provider may unilaterally add new payment methods and discontinue previously available methods based on their efficiency and technical feasibility.

8.7.2. The Subscriber must choose payment methods only from the list specified on the Service Provider's website in the «Payment Methods» section and/or in the personal account when topping up the Balance account or paying an invoice.

8.7.3. If the Subscriber makes a payment by any method not specified on the website or in the personal account, the risk of the funds not being credited lies with the Subscriber. The Service Provider is not obliged to search for or account for such payments unless otherwise agreed by the parties separately.

9. Liability of the Parties

9.1. On all matters not regulated by these Terms, as well as in resolving disputes arising in the course of their performance, the parties shall be guided by the applicable legislation of the Republic of Uzbekistan. If the

parties are unable to resolve a dispute through pre-trial claim procedure, it shall be resolved by the competent court of Tashkent in accordance with the applicable legislation of the Republic of Uzbekistan.

9.2. The Subscriber bears full responsibility for the safety of their password and other account details, as well as for any losses that may be incurred by the Subscriber and/or third parties due to unauthorized use (disclosure, loss, theft, etc.) of such account details. The Subscriber is responsible for any unlawful actions and/or omissions of the Subscriber and/or persons using their account details that cause any damage to the Service Provider, including loss of business reputation, and reimburses the Service Provider for losses. The Service Provider is also not responsible for the actions of third parties that cause damage to the Subscriber.

9.3. The Service Provider is not responsible for the content of the information posted by the Subscriber and information resources created and maintained by the Subscriber or its users and does not carry out any preliminary review or censorship. The Subscriber is responsible for any actions and/or omissions, both intentional and unintentional, as well as for any actions and/or omissions of persons using their account details, related to the posting and/or distribution of information on the Internet, as well as obtaining access to third-party resources through the use of the Service Provider's resources.

9.4. The Subscriber independently bears responsibility for intentional and/or unintentional actions and/or omissions of the Subscriber and/or persons using their account details that lead to a violation of any national laws of other countries and/or international law, as well as for any damage caused by the above actions and/or omissions to the Service Provider, third parties and for the consequences of such actions and/or omissions.

9.5. The Service Provider is not liable for direct and/or indirect damage caused to the Subscriber and does not compensate the Subscriber for losses (including lost profits) incurred by the Subscriber as a result of use or non-use of the Service Provider's resources and Services, as well as for losses incurred due to omissions, interruptions or delays in data transmission, errors, defects, deletion of files, changes in functions and other reasons.

9.6. The Service Provider is not responsible for the quality of public communication channels, traffic exchange policies between providers, the proper functioning of the Internet, its parts or the quality of communication lines not related to the Service Provider's own resources and their availability to the Subscriber, and is not responsible for changes in the properties, functions and quality of the Services provided to the Subscriber if such changes are related to the functioning of the Internet or to other circumstances beyond the Service Provider's competence, influence and control. If the operation of a remote network results in its address(es) being listed in block lists used to prevent spam, due to which the Service Provider's mail server does not accept mail, the Service Provider is also not responsible for the inability to receive the Subscriber's mail from such a network.

9.7. The Service Provider complies with technical quality standards for the Services and takes all reasonable measures to prevent or suppress attempts of unauthorized access to the resources of the Service Provider and the Subscriber, failures and malfunctions in the Service Provider's equipment, penetration of malicious components, etc. In the event of an emergency or exceptional situation, the Service Provider takes all possible measures to normalize the situation as quickly as possible. At the same time, due to the specifics of the equipment and software of the Services, the Service Provider does not guarantee absolutely constant one hundred percent error-free and uninterrupted operation of the entire system and the Services, nor does it guarantee error-free, uninterrupted and absolutely secure operation of any software and/or other materials produced by third parties that are used to provide the Services.

9.8. The Subscriber bears all risks associated with the use of the Internet through the Service Provider's resources and/or Services, including the assessment of usefulness, completeness and accuracy of any information. The Service Provider is not responsible for the quality, lawfulness or fitness for a particular purpose of any goods, works or services requested and/or received using the Internet, including where they are hosted on the Service Provider's server (except for the Services provided by the Service Provider).

9.9. The Service Provider is not responsible for the quality, safety or error-free operation of software (hereinafter the «quality of software») offered to the Subscriber on the Service Provider's servers and/or other Internet servers, except where the software is developed by the Service Provider itself.

9.10. The Subscriber independently bears responsibility for timely and proper renewal of domain name registration and any possible consequences of late and/or improper renewal and hereby confirms the absence of any claims against the Service Provider regarding the above actions and/or omissions of the Subscriber and their consequences. The Service Provider is not obliged to notify the Subscriber of the expiry of a domain registration term.

9.11. The Subscriber independently bears responsibility for any actions and/or omissions performed using the Service Provider's domain name, as well as other technical identifiers related to the Services provided, in particular IP addresses, server names, etc., and is liable to the Service Provider for losses caused to the Service Provider by such actions and/or omissions of the Subscriber that create for third parties the appearance of the Service Provider's involvement in such actions and/or omissions of the Subscriber.

9.12. The Service Provider is liable to the Subscriber only within the limits of the Services paid for but not provided. The Service Provider bears no financial responsibility to the Subscriber and does not refund the Subscriber the funds paid under these Terms if the Services were not provided due to the fault of the Subscriber.

9.13. If proper performance by the parties of these Terms becomes impossible due to objective reasons which the parties could neither foresee nor prevent (natural disasters, changes in applicable legislation of the Republic of Uzbekistan, actions of public authorities and administration, military operations of any kind, etc.), neither party shall be entitled to demand from the other party compensation for losses (including lost profits) caused by improper performance or non-performance of these Terms.

10. Blocking and Deletion of the Account

10.1. The Service Provider is entitled to block or delete the Account in cases of violation of these Terms, legal requirements, domain registry rules, as well as in the absence of payment for the Services. In the event of blocking or deletion of the Services due to violations of the Terms, no refund is made.

10.2. Blocking of the Account means a temporary restriction of access to the Services until the violations are remedied or the debt is repaid.

10.3. Deletion of the Account means termination of the agreement and the impossibility of further use of the Services. When the Account is deleted, the processing of personal data is carried out in accordance with applicable law and the Service Provider's internal policies.

10.4. In the event of gross violation of the Terms or law, the remaining funds on the Balance account may be retained to compensate the Service Provider's expenses in the manner provided for by this Offer.

10.5. In the event that the Service Provider receives a complaint/demand from third parties and/or a demand from competent authorities regarding actions and/or omissions of the Subscriber, including with respect to copyright infringement, spam distribution and other violations of these Terms or the requirements of applicable legislation of the Republic of Uzbekistan, the Services may be suspended until the violations are remedied or the Account is deleted.

11. Technical Support

11.1. For the purpose of providing and using the Services, the Service Provider ensures the operation of the Technical Support Service (hereinafter — TSS) in the manner provided for by these Terms. The TSS manages and controls the operation of technical equipment and system software and processes the Subscriber's

requests for changes in configuration files if such changes are allowed and cannot be made by the Subscriber independently, as well as requests for troubleshooting issues related to the functioning of the Services provided. When contacting the TSS, the Subscriber understands that they must have a minimum necessary level of knowledge and skills to communicate with technical specialists. When contacting the TSS, the Subscriber must collect information in advance about the cause of the error and clearly and understandably explain the essence of the problem and the circumstances of its occurrence.

11.2. The TSS does not provide advice to Subscribers on programming, web design, installation, configuration or optimization of the Subscriber's scripts and programs, or training in basic computer literacy, website creation and/or promotion, operation of services provided by third parties, search or other similar matters. Such consultations may be provided to the Subscriber by separate agreement and for an additional fee.

11.3. The Subscriber contacts the TSS through the Account Control Panel in order to identify the Subscriber as the site owner via their authorization when logging into the Account Control Panel. Requests submitted through the Personal account are treated as written requests. If it is impossible to log in to the Account, the Subscriber may contact the TSS by filling out a special form available on the Service Provider's website. Requests sent by any other means (in particular, by telephone and/or email and/or in any other way not involving the Account Control Panel) are not considered official and do not obligate the Service Provider to respond and/or take any actions in relation to such requests. The Service Provider reserves the right to independently decide whether to respond to requests submitted other than through the Account Control Panel. When contacting the TSS by telephone, the TSS employee may require that the request be sent through the Account Control Panel for authorization purposes. The TSS employee is also entitled to record the Subscriber's telephone or other request in the database with the possibility of its content being viewed by the Subscriber. At the same time, responses of the TSS to the Subscriber's requests received by telephone are provided by the Service Provider only on business days and during business hours.

11.4. Requests are processed by the Service Provider in the order of their receipt. The TSS response time to a Subscriber's request depends on the number of requests received by the TSS, and the Service Provider endeavors to respond within a reasonable time, not exceeding 48 hours; however, if necessary, the response time may be extended by the Service Provider.

11.5. The following requests to the TSS are not accepted for consideration and processing:

- information written in languages other than Uzbek, Russian or English;
- obscene language, rudeness, insults and other expressions contrary to generally accepted rules and customs of business communication;
- questions not related to the Services (operability of hosting and domain registration) and/or not related to the technical features of the Services;
- questions formulated unclearly, vaguely or in a similar way, making the meaning of the question incomprehensible;
- requests for configuration or installation, modification of scripts, etc.

Requests are not accepted for consideration and processing, and execution of an accepted request may be refused due to suspension of the provision of the Services on grounds provided for by these Terms. The Service Provider has the right to refuse execution of a request if it may lead to a breach of security, impairment of service operability or contradicts technical regulations.

11.6. If the TSS receives a standard request or a request the answer to which is already available on the Service Provider's website in the «Knowledge Base» section, the response may be provided in the form of a link to the corresponding page on the Service Provider's website containing the «Knowledge Base» section. If the TSS receives a request the answer to which can be found on other websites on the Internet, the response may be provided in the form of a link to the relevant website.

11.7. The Service Provider has the right to record telephone conversations and other communications with the TSS in order to monitor quality and confirm the facts of such communications.

12. Miscellaneous

12.1. Written statements of the Subscriber provided for by these Terms must contain all Account data and, where necessary, other data enabling the Service Provider to identify the Subscriber.

12.2. The parties recognize the legal validity of notices and messages sent by the Service Provider to the Subscriber at the email addresses specified by the Subscriber in the Account personal data. Such notices and messages are equivalent to notices and messages in simple written form sent by the Service Provider to the Subscriber's postal address. In the event of any disagreements regarding the facts of sending and receiving messages, the time of their sending and their content, the parties agree to consider the evidence of the Service Provider's technical means as reliable and final for resolving disputes between the parties.

12.3. The parties recognize that notices and messages of the Subscriber to the Service Provider, except for contacting the TSS in accordance with clause 11 of these Terms, are deemed properly made only if they are drawn up in writing, indicating all data necessary to identify the Account and the Subscriber, and sent by registered mail.

12.4. The Service Provider undertakes not to transfer or make available to third parties the information about the Subscriber provided by the Subscriber during Account registration, except for providing such information to state authorities and/or other bodies and organizations at their request, as well as to other third parties upon receipt of their requests/complaints/claims in relation to the Subscriber's violation of their rights and/or applicable legislation of the Republic of Uzbekistan.

12.5. The parties undertake not to disclose, transfer or make available to third parties confidential information contained in documents relating to these Terms and other related documents without the written consent of the other party; at the same time, the fact of acceptance and the subject of these Terms are not considered information that the parties regard as confidential. The provisions of the previous paragraph of this clause do not apply where a request for such information is made by the following entities:

- state authorities,
- other state bodies,
- local self-government bodies for the purpose of performing their functions in accordance with the applicable legislation of the Republic of Uzbekistan.

12.6. The Service Provider has the right, if necessary, to engage third parties that have appropriate licenses and/or permits to provide the Services.

12.7. The titles and numbering of the sections of these Terms are provided for convenience of reading and are not relevant in interpreting these Terms.

12.8. If any provision of these Terms proves unenforceable literally, it shall be interpreted in accordance with the applicable legislation of the Republic of Uzbekistan, taking into account the original interests of the parties, while the remaining part of the Terms shall continue to be in full force and effect.

12.9. These Terms are drawn up in accordance with the Civil Code of the Republic of Uzbekistan and other regulations of the Republic of Uzbekistan in the field of the provision of the Services.

12.10. The procedure for processing personal data is regulated by the Personal Data Processing Policy published on the Service Provider's website.

12.11. The Service Provider has the right to amend the terms of this Offer unilaterally by publishing a new version of the Offer on the website. The new version enters into force from the date of its publication.

12.12. This Offer is drawn up in three languages: Uzbek, Russian and English. In the event of discrepancies between the versions, the Russian version shall prevail as the primary version of the document.

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SUVAN NET LLC · 25 Olmachi Street, Tashkent · info@ahost.uz