



This Public Offer constitutes the Licensor's offer to the User to enter into an agreement on the terms set out below (the "Offer").

The agreement formed by acceptance of this Offer (the "Agreement") is deemed concluded upon Acceptance and remains in effect until the Parties have fully performed their obligations. Acceptance constitutes the User's full and unconditional agreement to the Offer. A User who does not agree to the Offer must not perform an Acceptance action.

Term	Definition
Licensor	LLC "Stattech", Taxpayer Identification Number 1655435452, Primary State Registration Number 1201600021820.
Service	the StatTech software-as-a-service (SaaS) service available at stattech.ru. The Service is intended for automated processing of statistical data.
User	an individual, self-employed person, individual entrepreneur, or legal entity that uses the Service and has performed Acceptance.
Acceptance	registration for the Service.
Account	the User's personal workspace within the Service.
Tariff Access	the User's use of the Service within the scope, for the term, and for the fee specified in the applicable Tariff.
Tariff Access Period	1 month, 12 months, or 24 months, depending on the selected Tariff.
Tariff	the Licensor's fee corresponding to a specified scope of rights to the Service and the period for which those rights are granted to the User. The available Tariffs, their prices, and their contents are specified in the Service.
Free Tariff	the Demo Tariff.
Paid Tariff	the Partner, Standard, and Express Tariffs.
Content	data uploaded by the User to the Service in order to use its functionality.
Materials	interactive prompts, guides, video tutorials, and other materials intended to help the User begin using the Service. The Materials are available at wiki.stattech.ru .
Referral Program	a program under which a User attracts new Users by means of a Referral Code.
Referral Code	a code containing a unique User identifier that enables automatic tracking of referred Users.
Points	StatTech's internal units used for settlements with Users.

Referral Account	the virtual balance in the User's Account to which Points are credited for attracting new Users.
Promo Code	a unique combination of letters and numbers entered by Users when purchasing Tariff Access under a Paid Tariff in order to receive a discount.
Incident	any disruption to the normal operation of the Service.

1. Subject Matter

The Licensor grants access to the Service and a license to use it, and the User pays the fee for the selected Tariff where payment is required under that Tariff.

2. Acceptance of the Offer

2.1. By performing Acceptance, the User represents and warrants that the User:

- 2.1.1. is a legally capable individual, self-employed person, individual entrepreneur, or legal entity and has all rights required to perform Acceptance;
- 2.1.2. has all authority required to perform Acceptance where the User acts for and on behalf of an individual entrepreneur or legal entity;
- 2.1.3. has provided and will continue to provide complete and accurate information about itself;
- 2.1.4. will keep the information in the Account up to date;
- 2.1.5. lawfully owns or is otherwise entitled to use any names, trademarks, logos, or other means of identification placed in the Account;
- 2.1.6. owns the bank card or account used to pay for Tariff Access, or uses it with the cardholder's or account holder's written permission;
- 2.1.7. will ensure that the Content complies with ethical standards and the laws of the Russian Federation;
- 2.1.8. owns the Content or has obtained the relevant third party's consent to upload it where the Content is protected intellectual property belonging to another rights holder;
- 2.1.9. will not upload Content containing personal data;
- 2.1.10. will not transfer its rights or obligations under the Agreement to any third party without the Licensor's consent;
- 2.1.11. has reviewed and fully agrees to the Offer.

3. Registration for the Service

3.1. To register for the Service, the User must:

- 3.1.1. complete the registration form;
- 3.1.2. click the "Register" button.

3.2. Only one Account may be registered for each email address.

3.3. After receiving the User's details, the Licensor sends a hyperlink to the Service to the email address provided by the User.

- 3.3.1. When the User follows the hyperlink, the User gains access to the Account and is deemed to have completed registration for the Service.

3.4. If the User does not receive the hyperlink, the User must send the Licensor an access activation request from the email address entered during registration.

- 3.4.1. The request must be sent to info@stattech.ru.

- 3.4.2. After successfully verifying the User's email address, the Licensor activates access to the Account. Access is deemed granted and registration completed when the Account is activated.
- 3.5. The Licensor may refuse registration if the prospective User:
- 3.5.1. has violated the Offer;
 - 3.5.2. has failed to comply with agreements previously concluded through the Service;
 - 3.5.3. has attempted fraud or otherwise violated applicable law.
- 3.6. A prospective User may appeal a refusal to register and provide evidence that no grounds for refusal exist.
- 3.6.1. The Licensor must review and respond to the appeal within 7 business days.
 - 3.6.2. A repeated appeal will be considered only if new evidence is submitted.
- 3.7. A User that is an individual entrepreneur or legal entity may invite its employees to the Account using the invitation system.
- 3.7.1. There is no limit on the number of employees who may be added.
 - 3.7.2. The number of simultaneous employee sessions under one Account is limited. The permitted number of concurrent active connections is specified in a separate agreement between the Licensor and the User.
- 3.8. All actions performed through the User's Account are deemed to have been performed by the User.

4. Intellectual Property

License to the Service

- 4.1. The exclusive rights to the Service belong to the Licensor. The Licensor is the sole rights holder of the Service.
- 4.2. The Licensor grants a license to the Service on the following terms:

Criterion	Terms
Scope of rights	Reproduction of the Service on the User's device
	Use of the available Service functions through its interface
Exclusivity	Non-exclusive license
Revocability	Revocable license
Fee	Free Tariff: royalty-free license
	Paid Tariff: as specified in the Tariff
Term	Free Tariff: perpetual
	Paid Tariff: the paid Tariff Access Period. Access and the license under a Paid Tariff are activated on the date the selected Tariff is paid
Territory	Worldwide
Sublicensing	Prohibited
Service usage reports under	Not required

Article 1237(1) of the Civil Code of the Russian Federation	
Prohibited actions	Copying the Service or creating composite and/or derivative software products based on it
	Taking actions intended to destabilize the Service, including using exploits or other malicious software
	Modifying, emulating, decompiling, disassembling, decrypting, deobfuscating, reverse engineering, or otherwise manipulating the Service's source or object code
	Circumventing technical restrictions implemented in the Service
	Editing or removing information identifying the Service's rights holder
	Using the Service for unlawful purposes

4.3. Use of the Service on any other terms requires a separate agreement with the Licensor.

4.4. The Licensor may modify the Service during the license term without prior notice to the User.

4.4.1. Unless the Parties agree otherwise, the license extends to all subsequent modified versions of the Service, including new versions, updates, and patches.

4.4.2. Current information about the functional characteristics of the Service will be published at blog.stattech.ru.

License to the Materials

4.5. The Licensor makes the Materials available to the User as part of the Service.

4.6. The exclusive rights to the Materials belong to the Licensor.

4.7. The Materials become available when the User accesses the Service; registration is not required.

4.8. The Licensor grants a license to the Materials on the following terms:

Criterion	Terms
Scope of rights	Use of the Materials by any lawful means, provided that they are not used for commercial gain
Exclusivity	Non-exclusive license
Revocability	Revocable license
Fee	Royalty-free license
Term	Period during which the User has access to the Service
Territory	Worldwide
Sublicensing	Prohibited
Materials usage reports under	Not required

Article 1237(1) of the Civil Code of the Russian Federation	
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4.9. The Licensor may update the Materials during the license term without prior notice to the User.

4.9.1. The license extends to all subsequently updated versions of the Materials.

4.10. The Licensor may change where the Materials are hosted and how access to them is provided.

License to the Content

4.11. The User provides the Licensor with Content that is intellectual property belonging to the User or another rights holder.

4.12. The User grants the Licensor a license to the Content on the following terms:

Criterion	Terms
Scope of rights	Display of the Content within the Service
	Processing of the Content, including uploading, editing, statistical analysis using the selected method, exporting, and saving statistical output in DOCX format
Exclusivity	Non-exclusive license
Revocability	Irrevocable license
Fee	Royalty-free license
Term	The period during which the Account is active and 5 years after its deactivation
Territory	Worldwide
Sublicensing	Permitted
Content usage reports under Article 1237(1) of the Civil Code of the Russian Federation	Not required

5. Technical Requirements for Use of the Service

5.1. Supported devices:

5.1.1. desktop computers and laptops running Windows, macOS, or Linux;

5.1.2. mobile devices, including smartphones and tablets running iOS or Android.

5.2. Supported browsers:

5.2.1. Yandex Browser;

5.2.2. Google Chrome;

5.2.3. Microsoft Edge;

5.2.4. Internet Explorer;

5.2.5. Mozilla Firefox;

- 5.2.6. Opera;
- 5.2.7. Safari.
- 5.3. Connection speed: a stable Internet connection with a minimum speed of 1 Mbps.

6. Technical Support

- 6.1. The Licensor provides technical support for the Service in response to User requests.
 - 6.1.1. The Technical Support Rules are set out in Appendix 3.
- 6.2. The Licensor may suspend the Service for scheduled maintenance.
 - 6.2.1. The Licensor will announce scheduled maintenance at least 12 hours in advance in the dedicated Service section at blog.stattech.ru.
- 6.3. The Licensor does not compensate the User for Service downtime not caused by the Licensor.
- 6.4. All technical support services are provided remotely.

7. Referral Program

- 7.1. The User automatically joins the Referral Program upon Acceptance.
- 7.2. The User participates in the Referral Program by using a Referral Code.
- 7.3. The Referral Code is available in the "Referral Program" subsection of the "Account" section.
- 7.4. The referring User receives Points for each new User attracted through the Referral Program.
- 7.5. A new User is deemed referred when both of the following conditions are met:
 - 7.5.1. the new User accepts the public offer available at stattech.ru/docs/offer-en.pdf
 - 7.5.2. the new User purchases Tariff Access under a Paid Tariff using the Referral Code.Once these conditions are met, Points are automatically credited to the referring User's Referral Account.
- 7.6. Referral rewards:
 - 7.6.1. the referred User receives a one-time discount equal to 10% of the selected Tariff;
 - 7.6.2. the referring User receives Points equal to 10% of the amount paid by the referred User for Tariff Access.
- 7.7. The Licensor may unilaterally change the number of Points awarded without prior notice to the User. Current information will be published in the "Referral Program" subsection of the "Account" section.
- 7.8. One Point is equivalent to one Russian ruble. The Referral Account balance is displayed in the "Referral Program" subsection of the "Account" section.
- 7.9. Points may not be withdrawn to a bank account or electronic wallet, converted into fiat or electronic money, or transferred to other Users. Points may only be converted into a Promo Code.
- 7.10. Points are forfeited:
 - 7.10.1. if the User's Account is blocked or deleted for a violation of the Agreement and/or applicable law.
- 7.11. Promo Code rules:
 - 7.11.1. a Promo Code may not be split. If its face value exceeds the price of the Tariff, the unused balance is cancelled;
 - 7.11.2. a Promo Code applies only to new purchases and does not apply to Tariff Access that has already been paid for;

- 7.11.3. the Licensor may revoke a Promo Code if it detects evidence of artificial manipulation or abuse.

8. Liability of the Parties

- 8.1. A Party that fails to perform or improperly performs its obligations is liable in accordance with the Agreement and the laws of the Russian Federation.
- 8.2. The Licensor's aggregate liability may not exceed RUB 3,000.
- 8.3. The Licensor is not liable for:
 - 8.3.1. the Service meeting the User's particular purposes or expectations. A negative subjective assessment by the User or any third party does not establish that the Service is defective. The Service is provided "as is";
 - 8.3.2. the achievement of any result associated with use of the Service;
 - 8.3.3. failure or delay in performing its obligations caused by incomplete or inaccurate information supplied by the User or by messages being classified as spam;
 - 8.3.4. loss suffered by the User as a result of losing or disclosing Account credentials or unauthorized use of the User's devices by third parties;
 - 8.3.5. the content, accuracy, or lawful use of the Content;
 - 8.3.6. Service errors caused by incorrect uploading of Content, including use of unsupported formats or exceeding the file size limit;
 - 8.3.7. failure to save, deletion of, or failure to export processed Content;
 - 8.3.8. any security, operational, performance, or systems-integration issue not caused by the Licensor;
 - 8.3.9. compatibility of the Service with the devices, browsers, or operating systems used by the User;
 - 8.3.10. any losses associated with use of the Service, including damage to the User's devices, storage media, and/or software;
 - 8.3.11. acts or omissions of other Users or third parties within the Service;
 - 8.3.12. acts or omissions of service providers, including Internet service providers;
 - 8.3.13. the Service being unlawful to use in a foreign jurisdiction;
 - 8.3.14. failure or delay in performing obligations due to force majeure. In addition to circumstances recognized as force majeure under the laws of the Russian Federation, force majeure includes circumstances for which no official confirmation from a competent authority is required and that no participant in civil commerce carrying on a similar activity could reasonably have avoided or overcome.
- 8.4. If the Licensor is fined or required to pay compensation as a result of the User's breach of any representation or warranty, the User must indemnify the Licensor for the resulting property loss in the amount claimed.
- 8.5. If the User infringes intellectual property rights in the Service, the Licensor may suspend access to the Service and/or recover a contractual penalty of RUB 1,000,000 for each infringement.

9. Communications

- 9.1. The Parties communicate through the Account, by email, and through electronic document interchange (EDI).
 - 9.1.1. Licensor: the email address specified in the Service.
 - 9.1.2. User: the email address provided during registration for the Service.

- 9.2. Correspondence exchanged through these communication channels has legal effect and may be used as evidence in court proceedings. Any other means of exchanging information or documents is deemed improper.
- 9.3. A message from the Licensor is deemed received by the User on the date it is sent.

10. Termination

- 10.1. The Agreement may be terminated at any time by mutual agreement of the Parties.
- 10.2. Either Party may terminate the Agreement unilaterally at any time without recourse to court and without stating a reason by sending notice to the other Party.
- 10.3. When the Agreement terminates, the Licensor deactivates the Account within 3 business days after the termination date. The User cannot independently delete the Account.

11. Personal Data

- 11.1. The Licensor processes Users' personal data for the purpose of performing the Agreement and in accordance with Federal Law No. 152-FZ dated July 27, 2006, "On Personal Data."
- 11.2. The User consents to the Licensor processing the User's personal data.
- 11.3. The categories of personal data, the processing procedures, and the applicable safeguards are specified in the Licensor's Privacy Policy.

12. Dispute Resolution

- 12.1. The Parties will attempt to resolve disputes through negotiations and, if no agreement is reached, through a formal claim procedure.
- 12.2. The Party receiving a claim must provide a reasoned response within 30 calendar days after receipt.
- 12.3. The Licensor does not review claims that:
 - 12.3.1. are submitted anonymously;
 - 12.3.2. do not allow the User to be identified;
 - 12.3.3. do not state the grounds for the relief requested;
 - 12.3.4. are sent through communication channels not specified in the Offer.
- 12.4. If a dispute cannot be resolved through the claim procedure, it may be submitted to the court at the Licensor's place of business.

13. User Consents

13.1. The User consents to the Licensor:

- 13.1.1. publishing the User's photographic, video, and written reviews of the Service on the Licensor's information resources for marketing purposes until the User withdraws consent;
- 13.1.2. using the User's company name, trade name, trademark, service mark, logo, and other means of identification placed in the Account while the Account is active and for an unlimited period after its deactivation. The Licensor may use those means of identification in marketing campaigns and for display within the Service.

14. Amendments to the Offer

- 14.1. The Licensor may amend or supplement the Offer at any time without prior notice. The User is responsible for checking the Offer for amendments.
- 14.2. A new version of the Offer enters into force on the date specified on its first page.
- 14.3. Continued use of the Service constitutes acceptance of the new version of the Offer.
- 14.4. A User who does not agree to the new version of the Offer must stop using the Service.

15. Governing Law

- 15.1. The Agreement is governed by the laws of the Russian Federation, without regard to conflict-of-laws rules.
- 15.2. The Offer is not a public contract within the meaning of Article 426 of the Civil Code of the Russian Federation.
- 15.3. If any provision of the Agreement is held invalid or unenforceable, the remaining provisions remain in full force and effect.

16. Appendices

The following appendices form an integral part of the Offer:

- Appendix 1 - Target SLA Parameters;
- Appendix 2 - Financial Terms;
- Appendix 3 - Technical Support Rules.

Target SLA Parameters
Appendix 1 to the Public Offer

Parameter	Specification
Agreed Service operating time	24×7
Agreed Service support hours	8×5 9:00 a.m. to 6:00 p.m. Moscow time on business days ¹ , Monday through Friday
Scalability	Vertical
Performance	6 cores, 12 threads
Maximum period of data loss following an Incident (RPO)	23 hours 59 minutes
Service recovery time following an Incident (RTO)	From 1 minute, depending on the Incident
Local fault tolerance	Infrastructure level
Backups	Daily at 4:15 a.m. Moscow time to a backup data center
Geographic redundancy	None
Infrastructure monitoring	Standard operating-system tools
Application monitoring	Logging
Service availability	99.9%
Service downtime	No more than 1 hour per year
Downtime does not include downtime caused by: scheduled maintenance; the User and/or the User's specialists; third parties and/or service providers; force majeure.	

¹ Business days are determined according to the official production calendar issued annually by the Ministry of Labor on the basis of the Labor Code and applicable Government resolutions.

1. **Free Tariff**

- 1.1. The Demo Tariff is provided free of charge.
- 1.2. The free version of the Service has functional limitations. The available functions are specified in the Service.

2. **Paid Tariff**

Price

- 2.1. The price is stated in the Paid Tariff within the Service. VAT is not charged because the Licensor applies the simplified taxation system.
 - 2.1.1. The Paid Tariff price consists solely of the license fee for use of the Service functions.
- 2.2. The Licensor may unilaterally change the Paid Tariff price. The price of Tariff Access already paid for remains unchanged.
- 2.3. The price does not include payment-provider fees.

Payment Procedure

- 2.4. The User prepays the full price of Tariff Access under a Paid Tariff:
 - 2.4.1. against an invoice issued by the Licensor; or
 - 2.4.2. by any method available on the Service payment page.The invoice will be sent by email, post, or electronic document interchange.
- 2.5. Payment is made once for the entire Tariff Access Period.
 - 2.5.1. By paying, the User confirms that it has received complete information about the Paid Tariff and all other material details of the transaction.
- 2.6. Where payment is made against an invoice, funds must be transferred within 2 business days after the invoice date. If payment is late, the Licensor may refuse to perform its obligations.
 - 2.6.1. A separate agreement with a User that is an individual entrepreneur or legal entity may establish a different payment procedure. That agreement prevails in the event of a conflict.
- 2.7. Tariff Access does not renew automatically. To obtain further access under a Paid Tariff, the User must select a Tariff and purchase a new Tariff Access Period.
- 2.8. Payments are made by cashless transfer in Russian rubles.
- 2.9. After payment, the User receives one cash-register receipt bearing the "full settlement" payment attribute.
- 2.10. Tariff Access is deemed paid when the funds are credited to the Licensor's settlement account.
- 2.11. Tariff Access is deemed unpaid if the Licensor returns the funds at the request of a payment organization. In that event, the Licensor may discontinue Paid Tariff Access from the date the funds are returned.

Tax Clause

- 2.12. If the User is an individual entrepreneur or legal entity required to pay VAT and/or other indirect taxes under the laws of a foreign jurisdiction, the Parties agree that the Paid Tariff price excludes VAT at the applicable rate and any other indirect taxes, which the User must pay separately.

3. Refunds

- 3.1. The following do not constitute grounds for refunding an amount paid under a Paid Tariff:
 - 3.1.1. the User's failure to use the Service functions for reasons not attributable to the Licensor;
 - 3.1.2. technical errors within the Service that do not make all functionality unavailable, such as the unavailability of certain statistical analysis methods;
 - 3.1.3. blocking or deletion of the Account by the Licensor because the User violated the Agreement and/or the laws of the Russian Federation.
- 3.2. Access to the Account is deactivated when the Licensor blocks or deletes it.
- 3.3. In all other cases, at the User's request, the Licensor recalculates the amount due and refunds the unused portion of the Paid Tariff Access Period.

1. Request Handling

- 1.1. To obtain technical support, the User submits a request to the Licensor using the form within the Service.
- 1.2. The User may submit a request to:
 - 1.2.1. obtain advice on operation of the Service;
 - 1.2.2. resolve an Incident affecting the Service;
 - 1.2.3. propose a modification to the Service.
- 1.3. Request handling begins when the request is received and consists of the following stages:
 - 1.3.1. Registration. The request is logged in the technical support system.
 - 1.3.2. Qualification. The request is assigned a priority and category, and a responsible person is appointed.
 - 1.3.3. Resolution or escalation. A first-line support specialist resolves the request or escalates it to the development team or system administrators where specialist expertise is required.
 - 1.3.4. Updates. The User is informed of key stages in the handling of the request.
- 1.4. Requests are classified as follows:

Request category	Description	Response time	Resolution time
Critical (A)	Normal operation and security of the Service are completely disrupted.	within 24 hours	within 4 hours
High (B)	Functionality and/or performance of the Service is partially disrupted.	within 48 hours	up to 3 business days
Medium (C)	The Service remains operational, but a cosmetic defect reduces usability.	within 72 hours	up to 5 business days
Low (D)	Requests for advice, feature requests, and suggestions for improving the Service.	within 5 days	depends on the scope of work

- 1.5. A technical support specialist may request additional information from the User in order to classify the request.
- 1.6. The actual resolution time depends on the nature of the request and the total number of requests being handled.
- 1.7. The stated timeframes exclude delays outside the Licensor's control.

2. Closing a Request

- 2.1. When technical support is complete, the Licensor confirms closure of the request by notice.

- 2.2. If the issue cannot be resolved within the stated timeframe, the Licensor will inform the User of the reasons for the delay and propose an action plan for resolving the issue within a reasonable period.