

APPROVED
Atevi Systems LLC
No. 58/2026-P dated 21.05.2026
this Public Offer
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PUBLIC OFFER
(Technical Support for the Bitrix24)

This public offer constitutes a proposal by the Contractor to an indefinite circle of Customers to conclude a contract on the terms described below (hereinafter referred to as the "Contract"). The Contract is concluded by the Customer's accession to the terms proposed by the Contractor as a whole, i.e., without any reservations or amendments (Article 398 of the Civil Code of the Republic of Belarus).

The Customer undertakes to familiarize themselves with the terms of the public offer prior to the moment of accepting the offer and concluding the Contract. Acceptance of the offer by the Customer serves as confirmation that the Customer has read, understood, and agreed to conclude the Contract on the described terms.

Subject to compliance with the offer acceptance procedure, the Contract is deemed to be concluded in a simple written form (paragraphs 2 and 3 of Article 404, and paragraph 3 of Article 408 of the Civil Code of the Republic of Belarus) under the conditions set forth below.

The terms of the Contract concluded between the Contractor and the Customer are determined by the Contractor by publishing this public offer. The Contractor has the right to unilaterally amend the terms of the public offer and, accordingly, the Contract, including the methods and deadlines for payment of services, and the cost of services. Amendments shall enter into force 5 (five) calendar days after the publication of the new edition of the public offer and/or appendices deemed an integral part of the public offer (Contract) on the Contractor's website. Amendments made to the public offer apply to all active Contracts concluded by accepting this public offer, except for cases explicitly provided for by the public offer. If no notice of termination of the Contract is received from the Customer within the specified period, the Contract shall continue to operate under the terms of the new edition. In any case, payment by the Customer for the Contractor's services after the publication of a new edition confirms the Customer's consent to accede to the new edition of the Contract.

The legal relations between the Customer and the Contractor regarding the conclusion, execution, and termination of the Contract are governed by the legislation of the Republic of Belarus.

1. TERMS AND DEFINITIONS

For the purposes of the Contract, terms and definitions are used with the following meanings:

- **Contractor** – "Atevi Systems" Limited Liability Company (Atevi Systems LLC).
- **Contractor's Website** – <https://atevisystems.com/>
- **Customer** – any person (except for persons located in the territory of the Republic of Belarus) who has read this public offer through the Contractor's Website, accepted its terms, concluded the Contract, and received the rights to the Contractor's Technical Support. Technical support acquired under the terms of this offer is provided worldwide, except for the territory of the Republic of Belarus.
- **Acceptance of the Offer** – Full and unconditional acceptance of the Contractor's offer by the Customer through the execution of actions to place an Order for the provision of the Contractor's services at <https://atevisystems.com/order/>, as well as the transfer of an advance payment by the Customer to the Contractor in accordance with clause 5.3.1 of the Contract.

- **Order** – An order for the provision of services by the Contractor under the Contract, placed on the Contractor's Website at <https://atevisystems.com/order/> in accordance with the Tariff Plan selected by the Customer and specified in the Order .
- **Bitrix24 Corporate Portal (Bitrix24)** – A set of tools that collectively constitute a service for managing the internal operational processes of the Customer .
- **Cloud Bitrix24** – An online version of the service with a set of tools and solutions configured by the Contractor, located on cloud servers not owned by the Customer and without the Customer having access to the product's source code .
- **On-Premise (Box) Bitrix24** – A separate, fully customizable version of the service installed on a server used by the Customer, allowing for individual settings and custom developments tailored to the Customer's needs, including branding of the portal and its embedded products, integration with other software, etc. (pp. 1-2)
- **Technical Support** – Assistance provided by the Contractor to the Customer in configuring and using Bitrix24 tools, as well as resolving problems arising for the Customer while using Bitrix24 .
- **Technical Support System** – A service of the Contractor located on the Internet at <https://atevi.support/> , through which the Contractor provides Technical Support to the Customer .
- **Customer Instruction** – A task assigned by the Customer for the provision of Technical Support services by the Contractor, received from the Customer via the Technical Support System .
- **Tariff Plan** – A combination of rates for a set of services provided by the Contractor, located at <https://atevisystems.com/services/bitrix24-support/> .
- **Personal Account** – The Customer's personal account on the Contractor's website, used by the Parties to the Contract for interaction .
- **Reporting Period** – 1 (one) calendar month .

2. SUBJECT OF THE CONTRACT

2.1. On the basis of the Order, the Contractor undertakes to provide services aimed at the Technical Support of the Customer's Bitrix24 corporate portal (hereinafter referred to as Bitrix24) according to the scope, volume, and conditions determined by the Contract and the Tariff Plan selected by the Customer and specified in the Order .

2.2. The Contractor provides services to the Customer within the validity period of the Contract; the start and end dates of the provision of services under the Contract are determined by the beginning and end of the validity period of the Contract . The start of the Contract's validity period is determined by the Acceptance of the Offer . The validity period of the Contract expires upon the conclusion of the period paid for by the Customer for the provision of the Contractor's services . If, before the expiration of the Contract's validity period, the Customer pays for the Contractor's services for a new period, the validity period of the Contract is extended for the paid period; otherwise, the validity period of the Contract expires on the last day of the period paid for by the Customer for the provision of the Contractor's services .

3. RIGHTS AND OBLIGATIONS OF THE PARTIES TO THE CONTRACT

Obligations of the Customer:

3.1. At the request of the Contractor for the purpose of proper service provision:

- When working with Cloud Bitrix24: provide the Contractor, at the email address(es) specified by the Contractor and in the quantity requested by the Contractor, with access to Cloud Bitrix24 with administrator rights by inviting the Contractor's employee(s) as an integrator and/or as a Bitrix24 user (employee) ;
- When working with On-Premise (Box) Bitrix24: (a) provide the Contractor, in the quantity requested by the Contractor, with individual administrative access to On-Premise Bitrix24 using the email addresses specified by the Contractor for its employees, which will be used as logins for individual administrative access; (b) provide the Contractor with the password for the 'bitrix'

and/or 'root' user of the BitrixVM virtual machine on which the On-Premise Bitrix24 is hosted; (c) if access to the public part of Bitrix24 or the BitrixVM virtual machine is possible only via VPN, also provide the Contractor, in the quantity requested by the Contractor, with individual VPN access credentials via the email addresses specified by the Contractor .

The Customer is obliged, at its own expense, to provide the Contractor with the access to the Customer's information resources necessary for the provision of services, including the provision of specialized VPN access based on paid licenses .

The Contractor has the right to suspend the provision of services under the Contract for the period during which the Customer fails to provide the above-mentioned accesses requested by the Contractor (depending on the type of Bitrix24 version) . The Contractor shall not be held liable for the consequences of the Customer's failure to provide the accesses requested by the Contractor, including, but not limited to, liability for an increase in the timeframe for service provision under the Contract, and liability for the volume and quality of services provided by the Contractor without obtaining the accesses requested from the Customer .

3.2. During the validity period of the Contract, provide the Contractor with Instructions regarding the functional improvement of Bitrix24, as well as request consultations on matters concerning the configuration and operation of Bitrix24 .

3.3. In order to avoid an unforeseen increase in the volume of services provided by the Contractor, coordinate with the Contractor each change independently made by the Customer to the source code of Bitrix24 scripts prior to making such a change .

3.4. Pay for the Contractor's services in a timely manner and in full compliance with the terms of the Contract, including instances when the Contractor exercises the right provided for in clause 3.12 of the Contract in accordance with the established procedure .

3.5. Notify the Contractor regarding the suspension of services under the Contract or termination of the Contract no later than 30 (thirty) calendar days prior to the date of suspension of work or termination of contractual relations .

3.6. In the event of early termination of the Contract, reimburse the Contractor for the cost of services actually rendered by the Contractor, including services provided during additional hours, regardless of the reasons for the termination of the Contract .

3.7. Revoke the access credentials (change access data or deactivate users) provided to the Contractor in accordance with Section 3 of the Contract no later than 1 (one) working day following the day of cessation of service provision by the Contractor for which the corresponding access was granted . In the event that the Customer fails to fulfill this obligation, the Contractor shall not bear liability for the consequences of the compromise of such access data .

Obligations of the Contractor:

3.8. Render services in full compliance with the terms of the Contract, the Order, and the requirements of applicable legislation .

The Contractor has the right to:

3.9. Unilaterally change the cost of services . Concurrently, the cost of the subscription fee for the Reporting Period is not subject to change for the part paid by way of advance payment, provided that such payment was received before the date the Contractor posted information on the Contractor's Website regarding the corresponding change in the cost of services .

The cost of additional hours for the Reporting Period shall be paid by the Customer based on the amended cost of services from the date of such changes ;

3.10. Notify the Customer about changes to the cost of the Contractor's services by posting the relevant information on the Contractor's Website in the "News" section ;

3.11. Decline to initiate the provision of services or suspend their provision if the Customer violates the terms of the Contract ;

3.12. Suspend the provision of services or unilaterally terminate the Contract if, in the course of providing the services, it becomes clear that it is impossible to achieve the results established in the Customer's Instruction due to circumstances beyond the Contractor's control ;

3.13. In the event that an obligation arises for the Contractor to return funds transferred by the Customer to the Contractor's settlement account (regardless of the reasons), execute the return of these funds to the Customer's settlement account on the basis of a written request from the Customer within a period of no later than 30 (thirty) calendar days from the moment of receiving the Customer's written request, unless a different period is agreed upon by the Parties .

The Customer has the right to:

3.14. Switch to another Tariff Plan for Bitrix24 Technical Support from the first day of any month by submitting a corresponding request through the Personal Account .

4. PROCEDURE FOR SERVICE PROVISION

4.1. The Contractor renders services to the Customer on the basis of the Customer's Instructions received by the Contractor via the Technical Support System . The login and password for the Customer's access to the Technical Support System are provided to the Customer via the Personal Account . Exclusively Instructions from the Customer sent to the Contractor via the described method are subject to execution; other requests from the Customer sent by a method different from the one described are not subject to execution .

4.2. The maximum response time to a Customer's Instruction is determined in accordance with the Tariff Plan selected by the Customer and specified in the Order, representing the period of time during which the Contractor undertakes to react (give a first response) to the receipt of the Instruction . The deadline for executing the Instruction itself is agreed upon by the Parties during the process of executing the said Instruction, taking into account the workload and objective capabilities of the Contractor .

4.3. The Customer confirms that the Instructions and (or) other information sent by them via the Technical Support System originate from an authorized person of the Customer and are coordinated with the Customer's management .

4.4. The minimum billing unit for service provision time spent by the Contractor's Technical Support specialist when replying to the Customer within the Technical Support System is 5 minutes .

When calculating service provision time within additional hours (beyond the subscription package), the following rounding rules apply: in each new hour of service provision, periods of service provision lasting more than 15 (fifteen) minutes are rounded up to 1 (one) hour of service provision .

4.5. The minimum billing unit for service provision time spent by the Contractor's Technical Support specialist when replying to the Customer over the telephone is 15 minutes .

4.6. The time spent by the Contractor on rendering services to the Customer during the Reporting Period is reflected in the Contractor's report for the corresponding Reporting Period . Service provision time within the limits of the paid subscription fee that is left unused in the corresponding Reporting Period cannot be carried over to the next Reporting Period .

4.7. A Customer's Instruction that remains unfulfilled by the Contractor within the limits of one Reporting Period shall be executed in the next Reporting Period and paid for in accordance with the general procedure established by Section 5 of the Contract .

4.8. All materials required by the Contractor for the provision of services shall be provided by the Customer in electronic form exclusively through the Technical Support System, unless otherwise provided for by the Contract .

5. COST OF SERVICES AND PROCEDURE FOR SETTLEMENTS

5.1. The cost of the Contractor's services for the Reporting Period is determined in accordance with the selected Tariff Plan . The total cost of the Contractor's services for the Reporting Period includes the subscription fee, as well as the cost of additional hours, should Technical Support be provided in excess of the subscription package during the Reporting Period .

5.2. The Tariff Plan selected by the Customer and the cost of the Contractor's services are determined on the basis of the Order .

5.3. The cost of the subscription fee for the Reporting Period is paid by the Customer via bank transfer to the Contractor's settlement account in the following order:

- 5.3.1. Within 3 (three) working days from the day of placing the first Order, the Customer transfers an advance payment of the subscription cost for at least 1 (one) Reporting Period to the Contractor's settlement account ;
- 5.3.2. Upon expiration of the period paid for in accordance with clause 5.3.1 of the Contract, the cost of the Contractor's services is paid by the Customer by way of 100% advance payment of the subscription fee for at least 1 (one) Reporting Period no later than the 1st day of the paid Reporting Period .

5.5. The cost of a paid subscription fee that remains unused in the corresponding Reporting Period is non-refundable and cannot be carried over to the next Reporting Period .

5.6. The cost of additional hours for the Reporting Period is paid by the Customer to the Contractor's settlement account no later than the 5th day of the month following the Reporting Period, on the basis of an electronic invoice issued by the Contractor to the Customer in the Personal Account .

5.7. The fact of service provision by the Contractor to the Customer under the Contract is confirmed by an act of services rendered (hereinafter referred to as the Act), executed by the parties to the Contract unilaterally in a one-sided order ... in accordance with paragraph 2 of clause 1 of the Resolution of the Ministry of Finance of the Republic of Belarus dated February 12, 2018, No. 13 . The Act, executed by the Contractor unilaterally in a one-sided order in the form of an electronic document, may be sent to the Customer for review via the Personal Account .

5.8. The date of service provision is the date indicated by the Contractor in the Act executed by the Contractor unilaterally in a one-sided order in the form of an electronic document .

5.9. Claims regarding the quality of the services rendered must be submitted by the Customer no later than 5 (five) working days from the date of the Act indicated in the Personal Account . In the absence of such claims within the specified timeframe, the services for the corresponding period shall be deemed accepted by the Customer without claims regarding the quality and volume of the rendered services .

6. LIABILITY OF THE PARTIES

6.1. The Parties to the Contract bear liability under this Contract in accordance with the applicable legislation of the Republic of Belarus .

6.2. For violation of the deadlines for payment of the rendered services, the Customer bears liability in the form of a penalty (late fee) in the amount of 0.1% of the cost of the unpaid services for each day of delay .

6.3. The Contractor bears no liability in the event of non-provision of services to the Customer due to the situation described in clause 5.4 of the Contract, and (or) in the event of suspension of service provision due to the Customer's failure to fulfill its obligations to pay for hosting, domain, or Bitrix24 SSL certificate, and/or the Customer's failure to provide access credentials according to Section 3 of the Contract, or for other reasons beyond the Contractor's control .

6.4. The Parties shall take all measures to resolve disputes or disagreements through mutual negotiations . The Parties to the Contract have reached an agreement on contractual jurisdiction . Lawsuits and other statements of the Parties to the Contract related to this Contract shall be submitted to the Economic Court of the Brest Region .

6.5. The Parties to the Contract recognize the legal validity of documents and information received by the Contractor via the Technical Support System, the Personal Account, and (or) from the email address specified by the Customer in the corresponding field of the electronic form when placing the Order, to the Contractor's email addresses specified in the Contract . Documents and information received in the described order may serve as evidence in disputes and, if disputes are submitted for consideration to a court, as evidence in court .

7. FORCE MAJEURE

7.1. Neither of the Parties to the Contract bears property liability for non-performance or improper performance of obligations under the Contract if it proves that their proper performance became impossible due to force majeure circumstances that arose after the conclusion of the Contract, which are of an extraordinary and unavoidable nature under the given conditions (force majeure): natural disasters (earthquakes, floods, hurricanes, etc.), accidents and catastrophes, epidemics, pandemics, quarantine and other restrictive measures, a state of emergency, wars and military operations, civil unrest, unlawful acts of third parties, strikes, blockades and embargoes, acts of terrorism, compulsory alienation of all or a significant part of the property of the Parties, the entry into force of regulatory legal acts, government decrees and orders of state bodies directly or indirectly prohibiting the types of activity specified in the Contract, preventing the Parties from exercising their functions under the Contract, and other circumstances independent of the will of the Parties .

7.2. If any of the force majeure circumstances listed above directly affected the performance of an obligation within the timeframe established in the Contract, this timeframe shall be extended proportionally for the duration of the corresponding circumstance .

7.3. The Party for whom performance of an obligation became impossible due to force majeure is obliged to notify the other Party in an accessible form immediately, and in any case no later than 10 (ten) calendar days from the date of its occurrence, about the onset, expected duration, and cessation of the force majeure .

7.4. If the force majeure takes place for more than 6 (six) months, either Party has the right to terminate the Contract unilaterally by sending a corresponding notice to the other Party .

8. PROCESSING AND PROTECTION OF PERSONAL DATA

8.1. Based on the content and conditions of service provision under the Contract, the Contractor has the right to carry out the processing of personal data in the interests of the Customer, access to which is provided to it by the Customer .

8.2. The purpose of processing personal data, access to which is provided to the Contractor by the Customer, is the proper provision of Technical Support services for the Customer's Bitrix24 corporate portal in accordance with the terms of the Contract .

8.3. To achieve the purpose specified in clause 8.2 of the Contract, the Contractor has the right, indirectly through the tools of the Customer's Bitrix24 corporate portal, to perform the following list of actions with the specified personal data: familiarization, analysis, systematization, as well as—in accordance with the Customer's Instructions—creation of backup copies, transfer by means of conversion, modification (updating, clarification), anonymization, blocking, and erasure .

8.4. When processing personal data, the Contractor takes necessary legal, organizational, and technical measures to protect personal data from unauthorized or accidental access to them, modification, blocking, copying, dissemination, provision, erasure of personal data, as well as from other unlawful actions in relation to personal data . Documents defining the Contractor's policy regarding the processing and protection of personal data are published on the Contractor's website at <https://atevisystems.com/company/privacy-policy/> .

8.5. The Contractor does not have the right to disseminate and (or) provide personal data that became known to it in connection with the execution of the Contract, including after the cessation of processing, without the availability of a legal basis provided for by legislative acts .

8.6. The Contractor also undertakes to:

- Comply with the principles and rules of personal data processing provided for by the Law of the Republic of Belarus "On the Protection of Personal Data" ;
- Carry out the processing of personal data in accordance with the purpose defined in clause 8.2 of the Contract ;
- Maintain the confidentiality of personal data and ensure the security of personal data during their processing, as well as comply with the requirements for the protection of processed personal data provided for by the Law of the Republic of Belarus "On the Protection of Personal Data" ;
- In the event of termination of the Contract, cease the processing of personal data without delay in the absence of other legal bases for their processing ;
- Without the instruction of the Customer, not to carry out the processing of personal data of the Customer's personal data subjects outside the information system of the Customer, and not to delete or block the personal data of the Customer's personal data subjects ;
- Not to transfer, disseminate, or provide access to the personal data of the Customer's personal data subjects to third parties without obtaining the consent of the Customer .

8.7. The Customer undertakes to notify the Contractor regarding the necessity to cease the processing of personal data due to the Customer's loss of legal grounds for their processing .

8.8. Upon achieving the purpose of personal data processing or in the event of termination of the Contract, the Customer ensures the cessation of the Contractor's access to personal data .

9. REQUISITES OF THE PARTIES

9.1. The requisites of the Customer are the data provided by the Customer when placing the Order for the provision of services under the Contract . The Contractor bears no liability in the event that the Customer provides inaccurate or incomplete requisites . In the event of a change in its requisites, the Customer is obliged to provide the Contractor with the updated requisites via the Personal Account no later than 1 (one) working day from the moment of such changes .

9.2. The Contractor's requisites are published at:

https://atevisystems.com/upload/docs/Account_details_Atevi_Systems.pdf

Notification of the Customer by the Contractor regarding a change in its requisites is carried out by publishing the new requisites at the specified address .