

These Terms of Use concern relations between you and Ascensio System SIA regarding the use of ONLYOFFICE including its web-interface, data encryption, transmission, access and storage technologies.

By registering as a user of ONLYOFFICE you agree to be bound by the terms and conditions below.

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I. Internet Connection and Software

- 1.1. In order to use ONLYOFFICE you must have a high-speed Internet access. Ascensio System SIA is not responsible for any errors, data loss or your inability to use ONLYOFFICE due to lack of proper Internet connection.
- 1.2. You understand that any data transmitted through an unencrypted Internet connection may become available to third parties and in such a case Ascensio System SIA will not be responsible for any breach of confidentiality of these data.
- 1.3. You shall make sure that you have appropriate browser software which is necessary to use ONLYOFFICE. It must support actual Internet traffic encryption protocols and other Internet protocols used in ONLYOFFICE as well as cookies.

II. Registration of Users

- 2.1. In order to start using ONLYOFFICE you shall register as a user by filling a registration form. In order to register, you must be a human 18 years or older. Accounts registered by "bots", "robots" or other automated methods are not permitted.
- 2.2. You shall provide your first and last names, valid email address, your phone number and as a case may be information about the company you represent. You are responsible for truthfulness of any information provided during the registration process. Your failure to provide true information may result in termination of your right to use ONLYOFFICE.
- 2.3. After registration is finished you will receive an e-mail with an activation link. When you follow this link you become the Administrator of your own Portal. You may use ONLYOFFICE free of charge. The free limited tariff plan includes the abilities as currently set on www.onlyoffice.com.
- 2.4. Within free limited tariff plan you should decide either to continue using ONLYOFFICE DocSpace within free limited tariff plan or upgrade to a paid version with advanced features.
- 2.5. As the Administrator you can define and modify permissions for all users of your Portal to access any data contained therein, suspend or block accounts of certain users.

III. User Identification Procedures

- 3.1. When you invite users to join your portal they receive an email with an activation link. After following this link they can set their own personal password to access ONLYOFFICE.
- 3.2. No physical person may have more than one password to use ONLYOFFICE.
- 3.3. You are responsible for any activity occurring under your account. Moreover, Administrator is responsible for any activity occurring on his or her portal.
- 3.4. When using ONLYOFFICE you shall comply with all applicable local, national, foreign laws and regulations as well as with any relevant provisions of international law.
- 3.5. Ascensio System SIA will presume that any activity occurring under your account is your own conduct.
- 3.6. You shall not reassign your password to another user.
- 3.7. Passwords are confidential information. You shall take all reasonable measures to prevent their disclosure. You shall notify Ascensio System SIA if you have reasons to believe that your password or passwords of other users of your Portal became known to third parties.
- 3.8. You shall not use other users' passwords to access ONLYOFFICE.

IV. Payment

- 4.1. You can upgrade your plan to Business to get access to the advanced options. Features of the paid version and the current price list can be viewed at www.onlyoffice.com.

- 4.2. The amount of your fee depends on the number of users on your Portal. If it exceeds the limits allowed by your Pricing Plan your fee will automatically be recalculated.
- 4.3. Any fees indicated in the price list do not include taxes. You are responsible for paying all taxes that may be charged in your jurisdiction in connection with your use of ONLYOFFICE.
- 4.4. You have an option of making recurrent monthly payments for using ONLYOFFICE DocSpace Business. In this case the payment will be repeated automatically every month. You are free to cancel the option at any time.
- 4.5. You will not be affected by any price changes occurring within the period you have already paid for.
- 4.6. All payment obligations mentioned in these Terms of Use are non-cancellable and all amounts paid are non-refundable.
- 4.7. All payments provided for in these Terms of Use shall be made within 30 days after notification. You can see all notifications in the appropriate section of your personal page.
- 4.8. If you fail to pay your subscription fee within this period it will be considered a material breach of these Terms of Use and may result in fines and your account being suspended until payment. Furthermore, after you pay all the debts you may be required to pay a reconnection fee to resume using ONLYOFFICE DocSpace Business.

V. Warranties

- 5.1. All data you upload on your Portal belong to you. Ascensio System SIA will take all reasonable measures to ensure protection, confidentiality and integrity of your data. However, it is strongly recommended that you back up your data on a regular basis to prevent their possible loss.
- 5.2. Ascensio System SIA has the right to collect, process, store your personal data in order to provide you with access to ONLYOFFICE, for marketing, support or any other purposes.
- 5.3. Ascensio System SIA may perform international transfer of the personal data with storage and processing purposes. Ascensio System SIA will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with Privacy Policy of Ascensio System SIA.
- 5.4. Ascensio System SIA will not share, disclose, sell, lease or modify your data.
- 5.5. Ascensio System SIA warrants that ONLYOFFICE will match its functionality described in its Support Documentation and that such functionality will not be materially decreased while you use it. However, Ascensio System SIA reserves the right to modify and improve ONLYOFFICE in order to suit the needs of its users to the maximum extent possible.
- 5.6. Ascensio System SIA warrants that ONLYOFFICE does not contain computer viruses or any other malicious code.
- 5.7. You warrant that you will not use ONLYOFFICE for any illegal or unauthorized purpose (e.g. sending, hosting, and transmitting unsolicited text messages or "spam" messages by email).

- 5.8. You warrant that the data uploaded to your Portal do not contain computer viruses, other malicious code and exclude any content related to illegal activities, violence, privacy abuse, pornography as well as other sexually explicit content.
- 5.9. ONLYOFFICE and all its components belong to Ascensio System SIA. You undertake to respect intellectual property rights of Ascensio System SIA. In particular, you shall not modify, disassemble, reverse engineer, analyze, decompile, convert or translate ONLYOFFICE.

VI. Disclaimer of Warranties

ONLYOFFICE and any related services are provided "as is" without warranty of any kind including, but not limited to, warranties of title, merchantability, fitness for a particular purpose, non-infringement, presence of errors and compatibility with other computer software or hardware. Ascensio System SIA does not warrant that ONLYOFFICE or services provided under this Agreement will meet your requirements and that operation of ONLYOFFICE will be error-free or uninterrupted.

VII. Limitation of Liability

- 7.1. To the maximum extent permitted by applicable laws Ascensio System SIA or its licensors will not be liable to you or to any third party for any indirect, special, incidental, consequential or exemplary damage, loss of data, damage to data, loss of profits, revenue or anticipated savings.
- 7.2. Liability of Ascensio System SIA for the damage caused to you shall be limited by the fees you have paid or should pay to it.

VIII. Confidentiality

- 8.1 Both you and Ascensio System SIA agree to protect confidential information. Confidential information means any data which are marked confidential or proprietary or communicated under the circumstances in which the parties knew or reasonably should have known that these data are confidential.
- 8.2 Both you and Ascensio System SIA shall use confidential information solely for the purpose of performing obligations or exercising rights in connection with the use of ONLYOFFICE.
- 8.3 In collecting, processing, storing and disclosing confidential information both you and Ascensio System SIA undertake to comply with applicable privacy protection laws and regulations.
- 8.4 Your confidential information can be disclosed to a third party only subject to your prior express written consent.
- 8.5 For more information about the ONLYOFFICE Privacy Policy, please visit the following link: <https://www.onlyoffice.com/Privacy.aspx>.

IX. User Support

- 9.1. Ascensio System SIA provides support within 48 hours on working days and within 72 hours on weekends in accordance to the official SLA.
- 9.2. Support is offered in English, French, German, Spanish, Italian and Chinese.
- 9.3. Ascensio System SIA guarantees a timely reply to all requests.
- 9.4. Support is provided through the Customer Support System and through the Chat. Chat support is available only in English.
- 9.5. Ascensio System SIA does not offer support by phone.
- 9.6. Ascensio System SIA does not provide support for the Open Source version of ONLYOFFICE.
- 9.7. Ascensio System SIA provides support for ONLYOFFICE only. It does not provide support either for third-party applications or for any third-party code.

X. Amendments

Ascensio System SIA may amend these Terms of Use without specific notice to you, and you agree to be bound by such amendments. The latest version of these Terms is available at <https://www.onlyoffice.com/legalterms.aspx>.

XI. Termination

- 11.1. You may cease using ONLYOFFICE at any time.
- 11.2. Ascensio System SIA may suspend or terminate your right to use ONLYOFFICE if you have materially breached these Terms of Use. In this case you will have an opportunity to access ONLYOFFICE during 3 (three) additional days with a view to recover your data. Afterwards, your data will be deleted.

XII. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the Republic of Latvia which shall have exclusive jurisdiction over all issues related to this Agreement.