

CTC User Service Agreement

Welcome to Using EsonTech's Products and Services!

In order to provide you with better services, please read this Service Agreement (referred to as "this Agreement" below) carefully. Before you begin using the websites, clients, applications, and related services provided by EsonTech, please be sure to read and fully understand this Agreement, especially the terms related to exemption or limitation of liability, rights license and information use, agreement to open and use special services, legal application and dispute resolution clauses. **The important content, such as exemption or limitation of liability clauses, will be marked in bold, and you should pay special attention to them.**

Unless you fully accept all the terms of this Agreement, you are not entitled to register, log in, use EsonTech's websites, clients and applications, or use EsonTech's services in any way, or obtain any services provided by EsonTech (referred to as "use" in this agreement). If you use EsonTech's websites, clients, applications, and related services, it is deemed that you fully understand this Agreement and promise to be bound by this Agreement as a party. If you have any questions, opinions, or suggestions about the content of this Agreement, you can contact us by logging in to EsonTech's official website or sending an email to yixun@eson101.com.

I. General Provisions

1.1 This Agreement is a contract signed between **Sichuan Eson Tech. Co., Ltd. (referred to as "EsonTech")** and **you (referred to as "the User")** in Chengdu Hi-tech Zone regarding your use of EsonTech products and services. **To better protect your rights, please carefully read and fully understand all the contents of this Agreement before agreeing, especially the terms of exemption or limitation of liability, which will be highlighted by EsonTech in bold or other conspicuous ways.** Both parties guarantee that their operating activities have obtained legitimate operating qualifications or approvals from relevant departments and have the right to operate their products and services in accordance with the law. Furthermore, both parties shall continue to possess relevant qualifications or approvals during the validity period of this Agreement and comply with national laws, regulations, and local legal documents regularly issued in their place of business.

1.2 "User" refers to all individuals or entities, directly or indirectly accessing and using the products and services provided by EsonTech, referred to as "the User" or "You" in this Agreement.

1.3 The products and services of EsonTech (referred to as "the Products and Services") refer to the products, services, technical and network support displayed on the website named "CTC" and the client and applications that are periodically provided by EsonTech, with the domain name www.ctcfile.com, including customized or offline-delivered solutions that integrate various products and services. **EsonTech reserves the right to unilaterally modify (including but not limited to renaming and adding) the website name, service name, software name, domain name, and service interface.**

1.4 The content, functionality, pricing, operating guidelines, technical documents, and etc. of the Products and Services (referred to as "the Service Rules") are subject to the specific terms and conditions for the products and services, the relevant pages of the official website, and/or the materials provided by EsonTech separately.

1.5 EsonTech is a neutral technical service provider and only provides various types of technical products and services to You. Any product, service, or related content supported by your website, client, application, mini-program, or other terminal application ("the User

Products”) is operated by You and you are solely responsible for it.

1.6 “Service” refers to the products, services, integrated solutions displayed and provided on EsonTech’s platform, as well as other products and/or services and/or solutions that EsonTech may subsequently launch and include in the service category. However, it does not include any services provided to You by a third party through this product (“the Third-party Service”). The services we have launched can be found on our product pages, and the specific service content shall prevail based on the services you have subscribed and activated.

1.7 “Force Majeure” refers to the act, event, omission, or accident caused by an event that is unforeseeable, unavoidable, and insurmountable, including but not limited to natural disasters (including earthquakes, storms, or other natural disasters), terrorist acts, acts of war or similar acts of war, internal chaos or riots, electrical, network or communication interruptions, blockades, embargoes, fires, floods, explosions, epidemics, or malicious damage, factory or equipment failures, or any changes in laws, government orders, rules, regulations, instructions, or industry standards. Both parties will make reasonable efforts to mitigate the impact of force majeure events.

1.8 We are a neutral technical service provider and provide various services to You in accordance with this Agreement and other agreements between us. You understand and acknowledge that any product, service, or related content of your website, application, software, platform, and etc. is operated by You, and You bear all responsibilities for them.

1.9 The contents of this Agreement also include the relevant agreements, rules, statements, notices, warnings, instructions, and explanations regarding this product and service that EsonTech has already published or may continue to publish in the future (including but not limited to “Privacy Policy”, collectively referred to as “the Rules”), as well as the revisions and changes we may make to such content from time to time. Once published, the aforementioned agreements and rules constitute an integral part of this Agreement, and EsonTech will remind you through appropriate means (website publication, system notification, etc.) to read them in a timely manner. If you continue to use this product and/or service after the aforementioned agreements, rules, revisions, and changes have been published, it shall be deemed that you have fully read, understood, and accepted them.

II. About Accounts

2.1 Account Registration and Activation

2.1.1 In order to use our product and related services, you are required to register a service account (referred to as “the Account”) as instructed. Our product provides channels for registration, and you have the right to choose a legal character combination as your account name and set a password that meets the security requirements. Your account name and password are credentials for you to log in and use our product and related services as a registered user.

2.1.2 You understand and agree that your account name must not violate national laws and regulations or related policies of EsonTech. Your registration information such as account name, avatar, and profile, as well as other user information, must not contain illegal or harmful content. You must not open an account on behalf of someone else (including but not limited to using someone else’s name, title, logo, or commercial symbol in a way that can cause confusion) without their permission. You are not allowed to maliciously register accounts on the platform (including but not limited to frequent registration or bulk registration of accounts). Otherwise, EsonTech will not register your account. During your account registration and use, you must comply with relevant laws and regulations and refrain from engaging in any behavior that infringes on national interests,

damages the legitimate rights and interests of other citizens, or is harmful to social morality. EsonTech has the right to review your submitted registration information. If we find that you have obtained an account registration by providing false information or violating related laws and regulations, or if your account registration information contains illegal or harmful content or other applicable circumstances, EsonTech has the right to take necessary measures without notice, such as suspending or freezing your account, canceling or seizing your account. You should bear all the consequences and losses caused by the inability to use your account (including the failure to register successfully, suspension, freezing, cancellation, or seizure of your account), restricted account services or functions, or causing harm to others during your use.

2.1.3 You promise to open an account under your real identity in accordance with this agreement. You should fill in and submit truthful, legal, and valid information (“Information”) in accordance with our company’s registration process. According to national laws and regulations, in order to use our product and services, you need to provide authentic identity information. Please complete real-name authentication according to relevant laws and regulations and promptly update the relevant information above. Real-name authentication is the basis for judging account ownership and responsibility. If the materials you provide or the information you provide are inaccurate, untrue, irregular, illegal or if EsonTech has reason to suspect that they are incorrect, untrue, or illegal, EsonTech has the right to refuse to register the corresponding account and reject providing related services for you or restrict, freeze, cancel or seize the corresponding account during the use of related services. Any losses arising therefrom shall be borne by you.

2.1.4 To protect account and transaction security, EsonTech may require you to provide more identity information and data and undergo further identity or qualification authentication. Your account can only be eligible to use related products or services after passing these certifications and verifications. You hereby authorize EsonTech to verify your real identity and qualifications through a third-party verification organization and obtain the relevant information for your use of our product and services. User identity information verification channels include but are not limited to public security, social security, industry and commerce, and civil affairs departments, as well as databases or systems operated by commercial banks, credit reporting agencies, mobile operators and other units that can effectively verify users’ basic identity information. The actual channels will be determined based on EsonTech’s cooperation with service providers and information you provide.

2.2 Account Use and Security

2.2.1 Your account is the unique identifier for all activities you perform on this product. You are responsible for maintaining the security and confidentiality of your account and password, and for all legal responsibilities associated with actions taken under your registered account, including but not limited to data modifications, speech expressions, and payment transactions through this product. You should take great care to keep your account and password confidential and not disclose them to others under any circumstances. EsonTech will never proactively ask for your account information (except when you request that EsonTech investigate or troubleshoot issues using your account). If you discover that someone else is using your account without permission or if any other security vulnerability occurs, you should immediately notify EsonTech, and we will assist you in freezing your account, changing your password, or taking other security measures. You understand and agree that it may take a reasonable amount of time for us to take action on your request, and we shall not be liable for any consequences, including but not limited to any loss you may suffer, that occur prior to our taking action.

2.2.2 Your registered account on EsonTech platform is limited to your personal use. Without EsonTech’s written consent, you are prohibited from gifting,

borrowing, renting, transferring, selling or allowing others to use the account in any way. If EsonTech discovers or has reasonable grounds to believe that the user of the account is not the initial registrant, we reserve the right to immediately suspend or terminate services offered to that registered account or delete the account.

2.2.3 If you lose your account or forget your password, you can request a password reset through the provided password retrieval method on EsonTech. If the retrieval attempt fails, you can contact us via email (yixun@eson101.com) to assist in recovering your account or password. You understand and acknowledge that EsonTech's password retrieval mechanism only requires consistency between the information on the appeal form and that on our system, and cannot verify whether the appellant is the rightful account holder. EsonTech particularly reminds you to properly safeguard your account and password. After use, you should log out securely. **You shall be responsible for any account theft or password loss caused by malicious attacks by others, insufficient security measures, or other reasons beyond our control, including but not limited to your own actions (including disclosing account and password information and all registration information to third parties, sharing one account among multiple users, installing illegal or unknown programs, providing devices with logged-in accounts to others).**

2.3 Account Freezing

2.3.1 Your account (including all or part of its permissions or functions) may be frozen in the following circumstances (such as if the account's funds transfer function is restricted), and we may notify you via email, station message, text message or telephone call:

- (1) For the needs of the operation and transaction security of this product or service, if you have perpetrated or attempted to perpetrate through EsonTech and its affiliated companies, to disrupt the fair trading environment or normal trading order, or if you have misused EsonTech and its affiliated companies' names, brands, or any Chinese or English words (full names or abbreviations), digits, domain names, etc. representing or mapping any association with EsonTech and its affiliated companies.
- (2) If you violate this agreement, rules, and other relevant agreements.
- (3) If you violate the provisions of national laws, regulations, policies, and legal documents.
- (4) If someone complains against you and provides relevant evidence, and you fail to provide contradictory evidence as requested by us.
- (5) If we reasonably judge that your account operations, earnings, or redemptions have abnormality.
- (6) If demanded by competent national authorities (including but not limited to courts, procuratorates, and public security organs).
- (7) If the ownership of the account is in dispute.
- (8) If we have a reasonable judgment that you have engaged in behavior similar in nature to the above, or if you are at risk of such behavior.

2.4 Account Termination

2.4.1 If you wish to terminate your account, you may do so only if you meet the following conditions and follow the process set by our company:

- (1) You may only request to terminate your own account and must follow our company's process for terminating an account;
- (2) You remain responsible for the actions taken during your use of the service before

your account is terminated;

(3) Upon successful termination, your account records and functions will not be recoverable or available.

2.4.2 To terminate your account, you may contact us via email (yixun@eson101.com).

2.4.3 EsonTech reserves the right to terminate your account and delete any data or files you have stored without liability, if you violate applicable laws and regulations or the terms of this agreement. You are solely responsible for any loss of data, information, or other damages resulting from your use of the services.

2.4.4 If you do not login to the product using your account for 12 consecutive months and there are no unfinished services under your account, EsonTech may decide to terminate your account.

Section 2.5 Account Appeal

If your account is frozen or terminated for reasons beyond your control, you may appeal to us as follows:

2.5.1 You may email us (yixun@eson101.com) to appeal the freeze or termination, and for the safety of your account, you must cooperate with us to provide accurate identification and any other information or documents required for verification. **Your appeal may not be granted, and we reserve the right to determine whether to accept your appeal request.**

2.5.2 If you refuse to provide accurate identification and related information (including supplemental information) or fail to pass our verification process, we reserve the right to indefinitely freeze the account and limit some or all of its functions.

III Service Use Guidelines

3.1 Using the Product and Related Services

3.1.1 You may use the product and its services as needed, and may purchase related services according to your specific needs. We may require a separate written agreement to specify our actual cooperation needs. You understand and agree that certain services may require you to also accept the service order or separate service rules we have set (including but not limited to specific product and service terms, service level agreements, technical specifications, operating documents, and billing rules). EsonTech may provide these service rules in electronic or paper document formats for you to review. You should review and fully understand the terms of each item, and decide whether to accept the separate service agreement and related services based on your specific needs. **Once you begin using the service, you are deemed to be bound by these specific service rules, including but not limited to payment obligations and service management. You are responsible for ensuring that the information provided to calculate the service fees is accurate and complete, and for any additional charges, higher billing rates, overuse of purchased quantities or service periods, or other related fees (service fees, deposits/guarantee fees, taxes, etc.) caused by inaccurate or erroneous information provided by you.**

3.1.2 You may enjoy the services and after-sales support provided by the product according to the current technology and standard conditions during the subscription period. The product should provide continuous and secure services in accordance with the terms of this agreement and service standards published by the product, including other product service rules.

3.1.3 **You are hereby granted a non-exclusive, non-transferable, and time-limited authorization to use the service selected and opened by you.** You understand that EsonTech grants authorizations to use the product, services, and related contents

provided, but does not sell them to you. You understand that EsonTech reserves all rights not expressly granted to you. **If you exceed the authorization range granted by EsonTech, or transfer, sub-license, or rent any resources, technical support, and services provided to you by EsonTech (including transfer/sub-license/rent to your affiliated parties), we reserve the right to terminate the authorization immediately, and you alone are liable for any resulting damages.**

3.1.4 We may occasionally provide services or service functions for internal testing or public testing purposes, and may provide them to unspecified or invited customers according to our internal rules. **You understand that trial services will be provided on an “as-is” and “as-available” basis, and the warranties in this agreement and other user service terms and service level agreements do not apply to such services. We may provide limited technical support for trial services where permitted by law, and may also change or stop providing trial services without notice to you. You understand that we are not obliged to announce the final release or sale of any trial products or services, or combine them with existing products to provide integrated solutions for you.**

3.1.5 If you use our product services for any commercial or non-commercial activities, such as website operation, application/software/service operation, you should promptly complete all procedures required by applicable laws and regulations and obtain legal business qualifications when using any services we provide. **EsonTech has the right to require you to provide written proof of relevant operational qualifications related to the service you have subscribed to for review at any time, for example: if you provide commercial internet information services, you should provide a value-added telecommunications business operation license including the scope of the license that covers internet information services; if you provide non-commercial internet information services, you should provide proof of filing for non-commercial internet information services, and ensure that all filing information submitted is true and valid, and submit updated information in a timely manner in the filing system when changes occur. You understand and confirm that if you fail to provide the specific product or service qualification proof required by EsonTech, EsonTech has the right to refuse to register the relevant account, refuse to provide relevant services to you, or limit, freeze, revoke the relevant account or the related services during the use of the services, and any losses incurred shall be borne by you.**

3.1.6 In order to improve services, ensure safety and stability, EsonTech will conduct regular checkups, maintenance, and upgrades on the product, related equipment, systems, software, etc. You understand and agree that if services are interrupted or suspended within a reasonable time due to routine maintenance, we shall not be responsible to you. We will notify you of planned routine maintenance matters at least [24] hours in advance (including but not limited to system prompts, notices, station messages, etc.). If there is non-routine maintenance caused by force majeure or the negligence of the underlying operator, we shall inform you promptly after the event. For these purposes, EsonTech may include service environment adjustments such as machine room migration and equipment replacement. You understand and agree that the above situation may cause the service to be interrupted or suspended within a reasonable time, and we shall not be held responsible. However, we shall notify you at least [30] days in advance, and you should cooperate. If you do not cooperate with the adjustment or we are unable to contact you based on the notification information you provided, you will bear the consequences.

3.1.7 In order to better improve user experience and services, ensure safety and stability, or in accordance with legal and regulatory requirements, we will update or change services from time to time (including but not limited to modifications, upgrades, migrations, feature enhancements, development of new services, etc.) or change, suspend or terminate some services or their specifications, characteristics,

functions, APIs, etc. based on actual needs. To ensure the security of the product and related services, after updates or changes have been made, EsonTech will inform users by means including but not limited to system prompts, notices, and station messages. You should support and cooperate with the updates, changes, and upgrades to the service. You have the right to choose to accept the updated, changed, or upgraded service. If you do not accept, some functions will be restricted, or you will no longer be able to use the service. Although this is the case, you understand and agree that we have the right to adjust or terminate some or all services at any time based on our own operational arrangements (including but not limited to offline services, iterations, integrations, etc.). We should notify you of such updates or changes at least [15] days in advance so that you can transfer and backup relevant data and adjust your business accordingly to protect your lawful rights and interests.

3.1.8 If you use relevant services provided by a third party while using our product or service, besides complying with this agreement and other related rules in our product, you should also comply with the third party's user agreements, privacy policies, and related business rules. If any disputes, losses, or damages arise from the third party's services, you should resolve them with the third party on your own.

3.1.9 You should ensure that the data processed through the use of our product services is your business and customer data, and you fully own your business and customer data. You guarantee the right to use our product and services to store, upload, analyze, and distribute such data, and that the aforementioned processing activities comply with relevant laws and regulations, and do not involve any illegal or irregular activities, infringement, or violation of contractual agreements with third parties, nor will the data be used for illegal or irregular purposes. You understand and agree that you should backup the data yourself based on your own needs, and we only provide data backup services in accordance with applicable laws, regulations, or service rules, but we have no obligation to fully backup your data or information, nor do we assume any responsibility for your data backup work or results.

3.1.10 You understand that you need to prepare terminal devices related to the relevant services (such as computers, mobile phones, storage devices, network devices, etc.) for using our product and related services, and once you log in to our product on your terminal device, it is considered that you are using our product and related services. In order to fully realize the functions of our product, you may need to connect your terminal device to the internet, and you understand that you should bear the costs required by yourself (such as data fees, network fees, etc.). If you are unsure of these costs, you should consult your service provider before using our services.

3.1.11 If you find any content that violates your rights in our product, please notify EsonTech immediately via email (yixun@eson101.com) and provide preliminary evidence of your relevant rights, and EsonTech will handle your complaint promptly in accordance with applicable laws and regulations. If the content you published on the company's product platform is complained about by the relevant rights holder for infringement, you can also submit evidence of the opposite rights to EsonTech through (yixun@eson101.com) to appeal, and EsonTech will also handle your complaint promptly in accordance with applicable laws and regulations.

3.2 User Conduct Guidelines

3.2.1 You are responsible for your use of this product and related services. Unless permitted by applicable law or with prior written permission from EsonTech, you must not engage in the following activities while using this product and related services:

(1) interfering, disrupting, modifying, or affecting the normal operation of this product and related services using unauthorized plugins, systems, or third-party

tools, including but not limited to excessively using product systems or network bandwidth resources, causing serious load to the product system, network, server, or application used by other users, and impacting system uptime;

(2) engaging in any activity that compromises computer network security in connection with this product and related services, including but not limited to:

a. conducting illegal intrusions into other networks, interfering with the normal function of other networks, and stealing network data;

b. providing programs or tools specifically designed to engage in activity that compromises computer network security, such as intrusion into networks, interference with normal network function and protective measures, and stealing network data;

c. providing technical support, advertising, payment settlement, and other assistance to those who engage in activities that compromise computer network security;

d. accessing unauthorized data or servers/accounts;

e. entering into public computer networks or other people's computer systems without permission and deleting, modifying, or adding stored information;

f. attempting to investigate, scan, test, or exploit weak points in this product system or network, or other activities that interfere with network security;

g. attempting to interfere or disrupt the normal operation of this product system or website, deliberately spreading malicious code or viruses, or engaging in other activities that disrupt normal network information services;

h. sending and storing files, scripts, and programs that contain viruses, worms, Trojans, and other harmful computer codes;

i. forging TCP/IP packet names or parts of names;

(3) copying, imitating, modifying, translating, adapting, lending, selling, transferring licenses, spreading related services over the internet, or reverse engineering, disassembling, compiling, or attempting to discover the source code of this product and related services in any other way;

(4) maliciously registering accounts, including but not limited to frequently or massively registering accounts;

(5) accessing services for the following purposes:

a. creating competitive products or services;

b. copying any features, functions, or graphics of the service; or

c. performing or disclosing any benchmark, security, or performance test of the service;

(6) engaging in behavior that violates laws, regulations, this Agreement, EsonTech's rules, or infringes upon the legitimate rights and interests of others;

(7) engaging in other behavior that EsonTech deems harmful or inappropriate.

3.2.2 You must configure and use the service properly and take certain security measures to protect and backup your content. You declare and guarantee that your access to the algorithm, model, data, product, and service of this product and related services is safe, stable, and effective, contains no other software programs, no viruses, worms, Trojans, and other harmful computer codes and files, scripts and programs do not contain any malicious software features published by China

Internet Association. It will not cause damage to the relevant systems of EsonTech and/or its affiliates or third-party data. You are responsible and liable for any security vulnerabilities caused by your content, including but not limited to viruses, Trojans, worms, or other harmful programs, or security vulnerabilities caused by your failure to use the service as stipulated in this Agreement.

3.2.3 You shall abide by the “seven bottom lines” requirements of laws and regulations, socialist system, national interests, legitimate rights and interests of citizens, social public order, moral norms, and information authenticity when developing, producing, using, uploading, commenting, publishing, transmitting, storing, and sharing content on this product and related services, including but not limited to unpublished content uploaded to EsonTech’s platform. Otherwise, EsonTech will take corresponding measures immediately. Users must not use this product and related services to store, publish, or transmit the following information:

- (1) opposing the basic principles established by the Constitution;**
- (2) endangering national security, disclosing state secrets, subverting the state power or damaging national unity;**
- (3) damaging the honor and interests of the state;**
- (4) distorting, vilifying, defiling, and negating the heroic deeds and spirit of heroes, insulting or slandering the name, image, reputation, or honor of the heroes;**
- (5) promoting terrorism, extremism, or incitement to commit terrorist activities or extremist activities;**
- (6) inciting ethnic hatred, discrimination, and disrupting national unity;**
- (7) inciting regional discrimination and hatred;**
- (8) violating the state’s religious policies, promoting cults, and superstitions;**
- (9) fabricating, disseminating rumors, false information, disrupting economic and social order, and social stability;**
- (10) spreading, publishing, or transmitting obscene, pornographic, gambling, violent, murderous, terrorist information, or inciting crime;**
- (11) harming network security, using the network for activities that harm the national honor, interests, and safety;**
- (12) insulting or defaming others, infringing upon their reputation, privacy, and other legitimate rights and interests;**
- (13) threatening and intimidating others with violence, carrying out cyberspace search;**
- (14) disseminating abusive language, damaging the social order and good habits;**
- (15) infringing upon the legitimate rights and interests of others, such as their privacy, reputation, portrait rights, and intellectual property rights;**
- (16) excessive marketing information and junk information;**
- (17) infringing upon the legitimate rights and interests of minors or damaging the physical and mental health of minors;**
- (18) other information that violates laws and regulations, public policies, social order and good customs, interferes with the normal operations of EsonTech, or infringes on the legitimate rights and interests of other users or third parties.**

3.2.4 You understand and agree that any content you create, publish, or distribute through this service should comply with the “Regulations on the Management of Internet Audio and Video Information Services” and relevant applicable laws and regulations. You shall not use new technologies or applications based on deep learning, virtual reality, and other emerging technologies to create, publish, or disseminate false news through this service. When you publish or disseminate non-realistic audio or video information that uses new technologies or applications based on deep learning or virtual reality through this service, you should identify it prominently. Any/all legal liabilities and/or claims arising from any violations of the “Regulations on the Management of Internet Audio and Video Information Services” and relevant applicable laws and regulations shall be borne by you.

3.3 Service Provision, Modification, and Termination

3.3.1 By accepting CTC’s services, users agree to accept all types of information services provided by CTC. Users authorize CTC to send commercial information to their email, phone, and communication address.

3.3.2 CTC reserves the right to modify or interrupt services at any time without notice to users. CTC is entitled to exercise the right to modify or interrupt services without being responsible for users or any unrelated third parties.

3.3.3 Users who object to the modifications to this agreement or are dissatisfied with CTC’s services may exercise the following rights:

(1) Discontinue using CTC’s network services and delete their user accounts.

(2) Inform CTC of the cessation of its services through customer service channels. The right to use CTC’s network services shall terminate immediately upon termination of the services. In this case, CTC shall not be obliged to transmit any unprocessed information or unfinished services to users or any unrelated third parties.

3.3.4 Users who have not logged in to the CTC website continuously for 36 months are deemed to have terminated their use of CTC services. CTC will cancel the accounts of such users to protect their personal information security and property safety. Users voluntarily agree to give up all the rights attached to their account. Users whose accounts have been cancelled can retrieve their original account through the login and activation method.

3.3.5 If users violate the provisions of this agreement and seriously damage CTC’s or third parties’ legitimate rights and interests, or if users use CTC services to engage in illegal or irregular acts that infringe upon third parties’ legitimate rights and interests, CTC has the right to terminate services provided to users and cancel their accounts.

3.3.6 Within a reasonable time after the termination of the services, CTC shall have the right to remove all the information or works uploaded or published by the user.

IV. Fees

4.1 This product provides users with free or paid services, and users have the right to choose according to their own needs. If users purchase related services on the CTC website, they agree to and comply with the relevant service agreements.

4.2 This product may include paid services and temporarily free services. Specific information will be announced by EsonTech. Any free trials (including internal testing and public testing of the product) or free features and services should not be considered as waiving our subsequent right to charge you.

4.3 In addition to the free trial quota, the fees related to purchasing this product and services will be published or agreed upon in your service order.

4.4 Depending on the products and services you have ordered, the settlement method

may be prepayment, post-payment, or other types. Specific settlement and payment rules shall be subject to the terms and conditions listed in the products and services you have ordered.

4.5 In order to ensure timely access to products and services and continuous provision, you shall pay fees on time and in full according to this agreement and the relevant service order.

4.6 All fees must be paid in advance through the payment methods accepted by EsonTech. The above usage fees do not include any other taxes, charges, or related remittances. Otherwise, you shall make up the payment or pay for these fees yourself.

4.7 This product has the right to unilaterally adjust the fee standards and charging methods 7 days in advance based on actual situations and notify you in the form of an announcement without obtaining your prior consent. If you do not agree with the charges, you should immediately stop using the services. Otherwise, your usage shall be considered as consenting to the charges.

4.8 You shall bear the cost of internet access and other third-party charges such as communication fees and information fees incurred by using this service.

V. Limitation of Liability

5.1 You understand and agree that CTC provides users with artificial intelligence document translation and other services through product development and service operation. CTC does not make any form of guarantee for the accuracy, professionalism, or legality of the processing results and is not responsible for any legal liabilities.

5.2 You understand and agree that EsonTech does not guarantee that the content you upload will necessarily result in successful outputs.

5.3 You understand and agree that EsonTech uses intelligent algorithms to automatically produce results based on the content you upload, but this does not mean that EsonTech endorses the content, position, or viewpoint of the uploaded content or the processing results.

5.4 You understand and agree that EsonTech only provides machine-generated results based on the content you upload. If the content you upload or the generated results infringe upon any third-party legitimate rights and interests, cause any actual losses to any third party, or lead to any dispute with any third party, EsonTech shall not bear any legal responsibility. If the content you upload is illegal or you breach any other terms, resulting in EsonTech and its affiliates, controlling companies, and successor companies having to compensate any third party or being punished by the state authorities, you shall fully compensate EsonTech and its affiliates, controlling companies, and successor companies for all losses suffered thereby.

5.5 You acknowledge and agree that, for the needs of overall operation or for its own business changes, adjustments and technical changes, EsonTech reserves the right to modify or interrupt, suspend or terminate products and/or services at any time without prior notice. Moreover, EsonTech shall not be responsible or liable to you or any third party, unless required by law or otherwise agreed upon by both parties.

5.6 You acknowledge and agree that EsonTech has the right to notify you in advance (including but not limited to pop-up announcements and message notifications) of modifications, replacements or upgrades to its products and services. If you disagree with the relevant modifications, replacements or upgrades, you should directly refuse, stop or cancel the use of such services. Otherwise, it will be deemed that you agree to any modifications, replacements or upgrades provided by EsonTech.

VI. Intellectual Property

6.1 The ownership and intellectual property rights of all content provided by EsonTech in

its products and related services (including but not limited to software, technology, programs, web pages, text, images, graphics, audio, video, charts, layout designs, electronic documents, analysis reports, etc.) belong to EsonTech and its affiliated companies. The copyright, patent right and other intellectual property rights of the software that EsonTech relies on to provide related services are also owned by EsonTech and its affiliated companies. Without the permission of EsonTech, no one may use (including but not limited to monitoring, copying, reprinting, distributing, disseminating, playing, displaying, selling, licensing, mirroring, uploading and downloading any content in the product and related services through any robot, spider program, or device).

6.2 Any organization or individual who believes that the content provided by EsonTech platform, including videos, news, and published service information, may infringe upon their legitimate rights and interests should notify EsonTech in writing through email (yixun@eson101.com) and provide authentic and valid proof of relevant rights. After receiving the legal and qualified notification and proof materials from the intellectual property rights holder, EsonTech will handle it as soon as possible according to the law.

6.3 The intellectual property rights of any content uploaded or published through the EsonTech platform belong to you or the original copyright holder. You promise and guarantee that when using the product and related services, the text, pictures, videos, audios, and other contents released by you are either original or have been legally authorized, and that you will not infringe upon any third-party intellectual property rights or any other rights in using such services. If EsonTech reviews the content by itself or a third-party copyright owner notifies EsonTech and provides preliminary evidence that suggests there may be a potential infringement on any legitimate rights, EsonTech has the right to take reasonable measures to temporarily delete/block/hide relevant information or suspend the related services provided to you. If any third-party makes a claim against EsonTech or causes any losses to EsonTech due to your content uploaded or published through the EsonTech platform, you shall bear all legal responsibilities.

6.4 Without prior written authorization, you are not allowed to use EsonTech and its affiliated companies' trademarks, service marks, trade names, domain names, website names, or other significant brand features, including but not limited to "Eson", "EsonTech," "CTC," "YIXIAOSHUAI," and "LANYING", or through specific descriptions, enable third parties to recognize EsonTech and/or its affiliates (collectively referred to as "identifications"). Without prior written consent from EsonTech and its affiliated companies, you may not display, use, or apply for registration of the trademark mentioned above in any combination or manner, or conduct activities that demonstrate or imply that you have the right to display, use or otherwise deal with these identifications towards others. If you violate this agreement and use EsonTech's trademarks, identifications or other intellectual property rights, you shall be liable for all legal responsibilities, including any losses that may be caused to EsonTech or others.

6.5 You understand and agree to authorize us to use your name, trademark, and identification in sales, marketing, and promotional materials and activities, but only to indicate that you are our customer or partner.

6.6 EsonTech is authorized to cooperate with inquiries, information queries, or other demands made by national laws and regulations, judicial proceedings or administrative departments and provide the information that you have stored on the product and other related information if necessary, to resolve complaints and disputes and protect the legitimate rights and interests of all parties.

6.7 EsonTech commits to taking measures to keep confidential any information submitted or known to you when registering for an account or using our services and will not disclose your information to third parties unless:

(1) It can be provided in accordance with the terms of this agreement or other service agreements or contracts, online terms, etc. between you and EsonTech;

(2) It should be provided according to the provisions of laws, regulations, and requests from administrative and judicial authorities;

(3) The confidential information has already been made public or can be obtained from the public domain without violating the responsibilities stipulated in this agreement;

(4) In other situations as set forth in the "Privacy Policy" where disclosure to third parties is permissible.

6.8 Unless otherwise specified in this Agreement, both parties shall comply with the intellectual property rights, confidentiality, anti-unfair competition and other aspects of the legal provisions, and assume confidentiality obligations for the technology, business secrets and other related information obtained from each other during the signing and performance of this Agreement, regardless of whether such information is in the term of this Agreement or after termination, and must respect the intellectual property rights and other lawful rights and interests of each other. Neither party may disclose, transfer, authorize, exchange, donate, or misuse such information to others in any way without the other party's prior written consent. If either party violates this provision, it shall bear the relevant legal responsibilities.

VII. Safety and Protection of User Information

7.1 During the use of this product and related services, you may need to provide your user information (including but not limited to your name, contact name, contact information, etc.) so that EsonTech can provide you with better services and corresponding technical support. EsonTech will collect, use, store, and share your user information in compliance with laws and regulations, this agreement, and the "Privacy Policy." At the same time, we will protect your right to browse, modify, delete relevant user information and revoke authorization consent according to law.

7.2 You can browse and modify the identity information you have submitted at any time. You understand and agree that for security and identity recognition purposes (such as account or password retrieval appeals), you may not be able to modify the initial registration information and other verification information provided at registration.

7.3 EsonTech will use security technology and other security measures that are compatible with this product and related services to establish a sound management system to protect your user information, prevent your information from being improperly used or accessed, used or leaked without authorization.

7.4 Without your consent, EsonTech will not disclose personal information provided by users to any company, organization, or individual outside of the company, except in the following circumstances:

(1) Obtaining your explicit authorization in advance;

(2) Disclosed openly by yourself or shared, transferred, or made public to other companies, organizations, and individuals;

(3) Directly related to national security, national defense security, public security, public health, or public interests;

(4) Disclosure or provision is required according to mandatory administrative and judicial requirements and in direct connection with criminal investigations, prosecutions, trials, and enforcements. Under the premise of compliance with laws and regulations, when EsonTech receives requests for the above-mentioned disclosures, EsonTech will require the other party to issue corresponding legal documents, such as subpoenas or investigation letters. EsonTech will conduct careful review of all requests to ensure that they have legal basis and are limited to data that administrative and judicial departments have legal rights to access for specific investigation purposes.

(5) To maintain the legitimate rights and interests of other users of this platform, this

company and its affiliated, controlled companies, or to maintain the safe and stable operation of products or services, such as searching, preventing, and handling fraudulent activities and reducing credit risks, etc. (excluding the public disclosure or provision of personal information for profit-making purposes in violation of the commitments made in this agreement);

(6) Other situations stipulated by laws and regulations.

7.5 Apart from necessary registered accounts and verified secure transactions, please be careful not to disclose any important information such as your property accounts, bank cards, credit cards, third-party payment accounts, and corresponding passwords, etc., when using this product and related services, otherwise any loss caused by this will be borne by you.

7.6 Considering that this product and related services may contain or link to information or other services (including websites) provided by third parties, you are aware and understand that the third party who operates such services may require you to provide user information. EsonTech specifically reminds you to read the user agreement, privacy policy, and other relevant terms of the third parties carefully, protect your own user information, and only provide it to the third party if necessary. This agreement and any other agreements and rules related to this product and related services (including but not limited to the "Privacy Policy") do not apply to any third-party services, and EsonTech assumes no legal responsibility for any consequences that may arise from the use of user information provided by you by third parties.

7.7 Please refer to the "Privacy Policy" for more detailed information on user privacy protection.

VIII. Agreement Term, Renewal, Modification, and Termination

8.1 This Agreement shall become effective on the date you click on the confirmation button on the official website or agree in any other mutually acceptable manner ("**Effective Date**"), and shall continue until the expiration date of the last service agreement under this Agreement that you have signed ("**Termination Date**"). If the opening date of the products and services you ordered differs from the Effective Date of this Agreement, the start date of the services shall be calculated from the opening date of the products and services, and the start and end dates of the services shall be reflected in the service order, unless otherwise agreed, the start and end dates of the service period specified in the service order shall be for one service cycle.

8.2 If you fully pay for the next service cycle of a service within seven (7) working days before the service term specified in the service order expires ("**Renewal**") EsonTech will extend the service period in accordance with the service cycle specified in the service order ("**Renewal Period**"). If you do not renew before the service term expires, or fail to reach a renewal agreement with EsonTech, or fail to sign a new agreement, or notify EsonTech in an explicit manner that you no longer wish to continue cooperation, your right to use EsonTech's relevant products and services will automatically terminate on the date of the service term expiration.

8.3 If you wish to modify this Agreement, special terms, or service orders, you should notify EsonTech at least thirty (30) working days in advance, and after mutual agreement, sign a modification or supplemental agreement.

8.4 EsonTech has the right to revise this Agreement, special terms, and related service rules in accordance with changes in national policies and laws, technological progress, product feature changes, etc. EsonTech will publish the modified agreement, and the revised content will be an integral part of this Agreement and have the same effect as this Agreement once the revision is officially announced. EsonTech promises to notify you in a reasonable manner, and you can also check the latest version of the agreement and rules on relevant pages. **If you object to the revised terms of the agreement, you can**

choose to stop using the products and services. If you continue to use them, it will be deemed that you agree and accept the revised terms of the agreement.

8.5 Unless otherwise agreed, if you need to terminate this Agreement, you should submit a written termination application to EsonTech at least thirty (30) days in advance. The termination of this Agreement shall not affect the rights and obligations that arose before the termination of the Agreement.

8.6 Regardless of whether all or part of the products or services under the service order are terminated for any reason, EsonTech will retain all user data in your EsonTech account and user content stored on EsonTech servers for fifteen (15) days (“**Retention Period**”), unless the term of the corresponding special terms commitment is longer than fifteen (15) days, in which case the longer term shall prevail. You must complete the migration, backup, or deletion of all data before the Retention Period expires. After the Retention Period expires, EsonTech will automatically remove the data, including all cache or backup, and will no longer retain any user data or content.

8.7 This Agreement may be terminated in advance in the following circumstances:

- (1) By mutual agreement;
- (2) If you seriously violate this Agreement, including but not limited to serious illegal activities, serious violation of the commitment under this Agreement, or serious violation of service rules, EsonTech shall have the right to terminate its services to you in advance;
- (3) Other circumstances specified in the applicable laws or this Agreement that allow the Agreement to be terminated in advance.

IX. Legal Applicability and Dispute Resolution

9.1 The establishment, effectiveness, interpretation, and dispute resolution of this Agreement are governed by the laws of the mainland of the People’s Republic of China.

9.2 In the event of a dispute arising during the performance of this Agreement, both parties should seek to resolve the dispute amicably through consultation. If the consultation fails, either party has the right to take the dispute to the People’s Court with jurisdiction over the signing location of this Agreement, located in the Chengdu High-tech Zone.

X. Notifications and Delivery

10.1 You should provide EsonTech with a reliable and valid means of communication. If your contact information changes, you must promptly update it with EsonTech; otherwise, you assume the responsibility for the consequences of any delayed or undelivered notifications.

10.2 You agree and acknowledge that EsonTech may send you various notifications, including but not limited to business notices, service alerts, verification messages, and marketing information related to products and services, through official website announcements, system notifications, in-site messaging, email, SMS, instant messaging tools, postal mail, or express delivery. Any contact address, telephone number, email, or other means of contact that you provide to EsonTech is considered valid and effective. These notifications have a significant impact on your rights and obligations, so please pay close attention. The following notification methods are considered as successfully delivered:

- (1) Posted in the form of website announcements after being publicly displayed (except as otherwise stated);
- (2) Sent electronically (including system notifications, in-site messaging, email, SMS, instant messaging, etc.), considered delivered after being successfully transmitted;

(3) Sent via paper carrier, considered delivered after three (3) natural days from the mailing date.

XI. Miscellaneous

11.1 This Agreement is valid from the date you accept and agree to its terms by clicking “Agree” or by actually beginning to use the product and related services, whichever is earlier. The Agreement remains in effect until the expiration of all purchased service terms, your account cancellation, or EsonTech’s termination of the service as stipulated in this Agreement. The termination or expiration of this Agreement does not affect the rights and obligations that existed before termination or expiration. The provisions of Intellectual Property and Confidentiality, Legal Applicability and Jurisdiction, and other provisions that remain valid should continue to be in effect, and other provisions (such as providing true information guarantees) might remain valid, and are not affected due to the termination or expiration of this Agreement.

11.2 You understand and agree that EsonTech has the right to terminate this Agreement by providing written notice (including website announcements) at least 15 days in advance, and without being held responsible for any breach.

11.3 After the service’s termination, EsonTech has the right but not the obligation to retain any information related to the original account or transfer any unread or unsent information to the user or third parties. EsonTech is also not held responsible for any termination of services resulting in liability to the user or any third parties.

11.4 The establishment, effectiveness, performance, interpretation, and dispute resolution of this Agreement are governed by the laws of the mainland of the People’s Republic of China. If any provision of this Agreement is rendered invalid due to conflict with the laws of the mainland of the People’s Republic of China, the provisions will be reinterpreted as closely as possible to the original intent of this Agreement, and all other provisions of this Agreement will continue to be valid and effective.

11.5 The signing location of this Agreement is in the People’s Republic of China [Chengdu High-tech Zone]. If a dispute arises between you and EsonTech, both parties should attempt to resolve the dispute amicably, and if unsuccessful, you agree to submit the dispute to the [Chengdu High-tech Zone People’s Court] for jurisdiction.

11.6 EsonTech has the right to modify this Agreement based on changes in national policies, technical conditions, product functions, and other needs. EsonTech will publish the modified Agreement, and once it is formally announced, EsonTech will provide appropriate reminders (such as website announcements or system notifications) of the updated contents, so that you can promptly understand the latest version of this Agreement. **The modified content will become an indivisible part of this Agreement, and you must abide by it. If you disagree with the changes made to this Agreement, please stop logging in and using the product and related services immediately. If you continue to use the product and related services, you are deemed to have accepted the modified Agreement.**

11.7 EsonTech reserves the right to assign, transfer, or entrust, in whole or in part, the rights and obligations under this Agreement to its affiliated entities, other legal entities, or third parties providing some or all of the services under this Agreement, without affecting your rights and obligations under this Agreement. In such case, this Agreement shall also be legally binding on the assignee or entrusted party.

11.8 Without our prior written consent, you may not assign any of your rights or delegate any of your obligations under this Agreement, whether by law or otherwise. We may assign all of our rights and obligations under this Agreement

(including all terms and conditions incorporated herein by reference) to an affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of our assets, without your consent in any case, but we will notify you of such circumstances in a reasonable manner.

11.9 The parties undertake to comply with this Agreement and the applicable laws and regulations of the relevant countries. You undertake not to use the services provided by this product for any purpose prohibited by applicable laws and regulations. Without the permission of the relevant regulatory authorities, you and any other individuals or entities authorized by you to use this product or service shall not provide controlled technology, software or services to entities or individuals prohibited by laws in any applicable jurisdiction through the service.

11.10 We do not warrant that this product is secure or free of any defects or viruses. You are responsible for configuring your own information technology, computer programs, and products to access this product and its services. You should use your own antivirus software.

11.11 The headings in this Agreement are for convenience and reading purposes only and do not affect the meaning or interpretation of any provisions in this Agreement.

11.12 You and EsonTech are independent entities, and this Agreement does not constitute any express or implied warranties or conditions by EsonTech towards you, nor does it create any agency, partnership, joint venture, or employment relationship between the parties.

11.13 If any provision of this Agreement is held to be invalid or unenforceable for any reason, the remaining provisions of this Agreement shall remain in full force and effect.

11.14 This Agreement is copyrighted by EsonTech, and EsonTech reserves all rights to interpret and modify this Agreement.