

# YRNA VPN FAQ

This document explains the main user-facing and legally relevant questions: how access starts, how subscriptions work, how payments are handled, how devices are controlled, and how support and personal data questions are handled.

## 1. How access starts

The service is in public production mode: a new user can start the Telegram bot without manual allowlist approval.

The user still goes through the product gate: language selection, required channel when enabled, and confirmation of the Terms and Privacy Policy.

If onboarding is incomplete, subscription access and connect-flow may remain limited until the required confirmations are completed.

## 2. Trial, plans, and term

A trial may be activated automatically after onboarding confirmation if that scenario is enabled in the current product setup.

Paid access is granted for the term and on the conditions shown to the user before payment confirmation.

No automatic renewal is assumed by default unless a specific payment interface explicitly states otherwise.

## 3. Locations, routes, and service quality

The service provides access to the locations, routing profiles, and runtime nodes currently published by the operator.

The set of locations, internal topology, and route recommendations may change for operational, security, or anti-abuse reasons without separate user approval.

The service does not promise guaranteed reachability from every network, ISP, or geography.

## 4. Devices and imports

Access is personal. Device limits are defined by the selected plan and enforced by the YRNA product layer and the runtime control plane.

The service may use device inventory, runtime-confirmed device signals, fingerprints, and hardware identifiers when technically available.

If a device is deleted, revoked, or flagged as suspicious, subscription import may be limited until a slot is freed or support resolves the case.

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## 5. Payments and refunds

Enabled payment methods are shown before order confirmation.

Price, discount, promo logic, plan term, and final payable amount are treated as accepted by the user at the moment of payment confirmation.

Refunds for digital services are reviewed individually in cases such as non-delivery, duplicate charge, or a material technical inability to provide the paid access.

## 6. Support and disputes

Primary support channel: [https://t.me/yрна\\_support](https://t.me/yрна_support). Primary email: [support@yrnavpn.com](mailto:support@yrnavpn.com).

If a case concerns access, payment, device limits, or imports, the user should provide factual details: date, plan, payment method, device, and a clear description of the issue.

If the case concerns personal data, requests should be sent to [support@yrnavpn.com](mailto:support@yrnavpn.com) when privacy handling requires a separate channel.

## 7. Where the mandatory documents are published

The current public service documents are published as direct PDF files: FAQ, Terms of Use, Privacy Policy, and Public Offer.

The Russian-language version is the base public version for Russian-speaking users. The English-language version is additionally published for users who select English in the interface.

Before final legal sign-off, the operator should replace all placeholders with the exact legal name, address, registration details, tax details, and privacy contact without inconsistencies across documents.