

Authi - Connect Service Level Agreement

This Service Level Agreement (“SLA”) describes Authi’s support commitments, availability commitment, and service credit framework for Authi Connect.

This document forms part of the Authi Connect contractual framework and is an Incorporated Document under the Authi Connect Master Terms and Conditions (the “Master Terms”). This SLA forms part of the Authi Connect Agreement between Authi Limited (“Authi”) and the User, and applies in addition to the other documents that form part of the Authi Connect Agreement. Matters including termination, suspension, liability, indemnities, assignment, dispute resolution, and governing law are governed exclusively by the Master Terms.

Version 1 - Effective 8 January 2026

1. How to Contact Support

Ticket: support@authi.com

Telephone: (09) 390 3220

2. Normal Support

Normal support hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. New Zealand time (NZT; NZST/NZDT as applicable).

Authi will respond to support requests within 24 hours of the time they are submitted to us, provided they are received on a Monday to Thursday and it is not a Public Holiday. If a support request is received on a Friday, the request may not be responded to until Monday.

3. Urgent Support

An Urgent Support Request means a Support Request relating to one of the following issues, where the issue is caused by Authi systems and is actively impacting the User’s use of Authi Connect:

- Authi Connect Portal or required Authi APIs are unavailable, or the User cannot log in.
- Loss, corruption, or material integrity issues affecting User data within Authi systems.
- Suspected unauthorised access or security incident within Authi systems.

Urgent Support Requests do not include:

- Content not displaying due to terminal hardware, power, battery, SIM, connectivity, or firmware issues.
- Issues caused by User content, configuration, or misconfiguration.
- Reporting delays not caused by Authi system unavailability.
- Feature requests, general how-to questions, or minor UI defects.
- Issues caused by third-party systems or services outside Authi’s reasonable control.
- Urgent requests must be clearly designated as “Urgent” in the ticket subject.

- Authi will respond to Urgent Support Requests within 24 hours.

Requests submitted as Urgent that do not meet the above definition may be reclassified and handled as Normal Support.

4. Clock Rules

The following rules apply to the measurement of Authi's response and resolution time commitments under this SLA:

- The clock starts when a support request is received by Authi's support ticketing system.
- Response times are measured only during Normal Support hours unless expressly stated otherwise.
- The clock pauses while Authi is awaiting reasonable information, access, approvals, or actions from the User.
- Authi may merge duplicate or related tickets, with timing measured from the earliest ticket.
- Timing commitments do not apply to issues caused by User systems, configuration, or third-party services.

5. Availability Commitment

Authi will use commercially reasonable efforts to ensure that the core features of Authi Connect are available at least 99% of the time during each calendar month, excluding Excused Maintenance and Excluded Causes.

Core features include:

- Access to the Authi Connect Portal.
- Rendering of User-configured content on supported terminals.
- Capture of interaction data by Authi systems.
- Access to reporting within the Authi Connect Portal.

Availability is calculated for each calendar month as follows:

- Total number of minutes in the calendar month, less minutes of Unavailability other than due to Excused Maintenance and Excluded Causes; divided by
- Total number of minutes in the calendar month; times 100.

Core features are unavailable if they are completely unavailable or if availability is severely degraded.

For purposes of measuring Unavailability:

- Unavailability begins when Unavailability first occurs (as measured by Authi, absent manifest error).
- Unavailability ends when Authi has restored availability.

Unavailability does not include any failure or degradation caused by terminal hardware, power, battery, SIM, connectivity, firmware, physical damage, or other device-level issues, even where such issues affect content rendering or interaction capture.

6. Service Credits

If Authi fails to meet the availability commitment in any calendar month, the User may be entitled to a service credit calculated as a percentage of the monthly Authi Connect fee for the affected services.

- Service credits are capped at 10% percent of the applicable monthly fee.
- Service credits are the User's sole and exclusive remedy for availability failures, to the extent permitted by law.
- Service credits are non-transferable and may not be redeemed for cash.
- Service credits will be applied to the next billing cycle.
- Service credits are calculated based on the monthly fees paid or payable for the affected Authi Connect services. Authi is not required to apply service credits for any calendar month in excess of the fees payable by the User for that month.
- Service credits are not cumulative and may not be carried forward to future months.
- Authi is not required to issue or apply any service credit if any fees payable by the User are overdue at the time the credit would otherwise be applied, or if the User's account has been suspended or terminated as a result of the User's breach of the Agreement.

7. Credit Requests

Authi is not required to issue a credit unless User submits a request for the credit within ten days of the end of the event giving rise to the credit.

Credit requests must include sufficient detail to allow Authi to validate the claim, including relevant ticket numbers, timeframes, and affected services.

Credits will be applied to the next billing cycle. If a credit is due to User after the termination of the Agreement, Authi will refund User the amount of the credit.

Authi is not required to issue or apply any service credit if any fees payable by the User are overdue at the time the credit would otherwise be applied, or if the User's account has been suspended or terminated as a result of the User's breach of the Agreement.

8. Exclusions and Dependencies

The SLA commitments in this document do not apply, and availability/unavailability measurements exclude, issues caused by or attributable to:

- Terminal hardware faults, power issues, battery issues, SIM or connectivity problems.
- Merchant premises connectivity or local network restrictions.
- Third-party services or providers outside Authi's reasonable control, including payment networks, terminal service providers, device management providers, and any terminal hardware suppliers or maintainers.
- Issues arising from the installation, servicing, maintenance, replacement, configuration, or operation of payment terminals or related hardware by any third party.
- User content, configuration, or misconfiguration.
- Malicious activity, security incidents, or force majeure events.

Authi will use reasonable efforts to mitigate and communicate the impact of such events, including where they materially affect service availability.

9. Excused Maintenance

Excused Maintenance means:

1. Maintenance performed by infrastructure services providers, including cloud infrastructure providers such as Google or AWS.
2. Authi maintenance announced at least five business days in advance, where such maintenance:
 1. occurs between the hours of 10:00 p.m. and 6:00 a.m., New Zealand time (NZT; NZST/NZDT as applicable); and
 2. does not exceed sixty minutes in aggregate in any calendar month.
3. Authi emergency maintenance required to address an unforeseeable event, security issue, or vulnerability, provided that such emergency maintenance does not exceed sixty minutes in aggregate in any calendar month.

Unavailability due to Excused Maintenance is excluded from the measurement of Unavailability for the purposes of this SLA.

Authi will publish information regarding planned updates to the Services and will respond to the User's reasonable requests for information regarding such updates.

10. Content Responsibility

- The User is solely responsible for all content configured, displayed, or distributed using Authi Connect.
- Authi does not review, approve, or validate User content.
- Authi may suspend, restrict, disable, or require removal of Content where it reasonably believes the Content is unlawful, breaches the Content Standards, creates regulatory or reputational risk, or harms Authi or its partners.
- The User is responsible for all legal, regulatory, and consumer compliance obligations relating to content.

11. General

In the event of any inconsistency between this SLA and the Agreement, the Agreement prevails except to the extent the Agreement expressly incorporates and gives effect to this SLA.

Time periods are measured with reference to time stamps in the Authi system or other reliable Authi records.