

# Authi - Crowd

## Service Level Agreement

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This document forms part of the Authi Crowd contractual framework and is subject to the Authi Crowd Master Terms and Conditions (the “Master Terms”). Matters including termination, suspension, liability, indemnities, assignment, dispute resolution, and governing law are governed exclusively by the Master Terms.

This Service Level Agreement forms part of the Agreement (as defined in the Master Terms) between Authi and the User.

This document is Version 1 of this document, and is effective as of 8th 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

Urgent Support Request means a Support Request relating to any of the following, where the issue is caused by Authi systems and is actively impacting the User's use of Authi Crowd:

1. **Service outage:** the Authi Portal (or any Authi API required for the User's normal operation) is unavailable, or the User cannot log in, and the issue prevents the User from operating the service.
2. **Loss of spend control:** the User cannot pause/stop a live campaign or otherwise prevent further spend, or campaigns are running when they should not be running, or not stopping when instructed.
3. **Material billing error in progress:** a system error is causing (or is likely to imminently cause) material overcharging or duplicate billing, and cannot be mitigated by the User in the Portal.
4. **Security or data incident:** suspected unauthorised access, data breach, or material corruption/loss of the User's data within Authi systems.
5. **Critical delivery failure:** live campaigns are not delivering at all (or are materially mis-delivering) due to an Authi system fault, and the failure is time-critical (e.g., within a scheduled flight window).

Urgent Support Request does not include: general how-to questions, feature requests, reporting delays, minor UI defects, issues caused by the User's own systems/connectivity, or scheduled maintenance.

Please designate the support request as "urgent" in the ticket subject.

There is an on-call support team member for Urgent Issues outside of normal support hours and holidays. The support team will respond within 12 hours for Urgent Support requests.

Requests submitted as Urgent that do not meet the definition will be treated as non-urgent and addressed normally within business hours.

## 4. Clock Rules

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

- Start time: the clock starts when a support request is received by Authi's support ticketing system (or, for telephone calls, when the issue is logged as a ticket).
- Business-hours measurement: unless expressly stated as "24/7" or "on-call", response and resolution times are measured only during Normal Support hours.
- Pause while awaiting information: the clock pauses while Authi is waiting on reasonable information, access, approvals, or actions from the User, and resumes when the User provides the requested items.
- Duplicate or related tickets: Authi may merge duplicate tickets; timing will be measured from the earliest related ticket.
- User-caused issues: timing commitments do not apply to issues caused by User configuration changes, User environments, unauthorised modifications, or third-party systems outside Authi's control.
- Severity reclassification: Authi may reclassify a request (acting reasonably) if the facts change; timing commitments apply based on the updated classification.

## 5. Credit for Failure to Meet Response Time Commitment

If Authi fails to meet its response time commitments, the User is entitled to a credit in the amount of \$100.00 for the failure. Credits are not to exceed \$500.00 in the aggregate for any month.

Authi has responded to a request when Authi's support personnel respond to the User's request with either a request for more information or a statement that Authi has begun work on the User's issue.

Service credits are the User's sole and exclusive remedy for Authi's failure to meet response time commitments under this SLA, to the extent permitted by law.

## 6. 99% Availability

The core features of the Authi Software will be available 99% of the time during each calendar month, excluding Excused Maintenance and unavailability due to User's unauthorised changes to the Authi configuration.

The core features of the Authi Software include: (i) the display of content as set by Campaign parameters (including frequency of display); (ii) the collection of data from User responses; and (iii) User access to reporting in the Authi Portal.

The core features of the service are unavailable if they are completely unavailable or if availability is severely degraded.

Availability is calculated as follows:

- Total number of minutes in the calendar month less minutes of unavailability other than due to Excused Maintenance;
- divided by total number of minutes in the calendar month;
- times 100.

If Authi fails to meet the availability SLA for any calendar month, User is entitled to a credit calculated as a percentage of the fee for the Services impacted by the unavailability as follows:

Availability	Credit
99.00% or higher	0%
95.00% - 98.99%	3%
90.00% - 94.99%	5%
Less than 90.00%	10%

For purposes of credits, the unavailability begins when unavailability first occurs (as measured by Authi, absent manifest error) and ends when Authi has restored availability.

## 7. Exclusions and Dependencies

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

- merchant hardware, terminal hardware faults, terminal battery/power issues, or physical damage;
- merchant premises connectivity issues, telecom/internet outages, SIM/network carrier issues, or local network restrictions;
- third-party providers and services (including cloud infrastructure providers, payment networks, and device/terminal service providers) outside Authi’s reasonable control;
- User systems, integrations, or configuration settings (including unauthorised changes or misconfiguration);
- malicious activity, security incidents, or fraud mitigation actions; and
- force majeure events.

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

## 8. Excused Maintenance

“Excused Maintenance” means: (i) maintenance by infrastructure services provider (e.g. Google or AWS); (ii) Authi maintenance announced at least five (5) business days in advance that does not exceed sixty (60) minutes per month and occurs during the hours of 10:00 p.m. and 6:00 a.m., New Zealand time (NZT; NZST/NZDT as applicable); and (iii) Authi emergency maintenance needed to address an unforeseeable event or vulnerability that does not exceed sixty (60) minutes per calendar month. Unavailability due to Excused Maintenance is not included in the measurement of unavailability.

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

## 9. Credit Requests

Authi is not required to issue a credit unless User submits a request for the credit within ten (10) 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.

## 10. General

Service credits are calculated based on the fees paid or payable for the Services impacted by the unavailability or failure, as applicable.

Authi is not required to apply credits for any month that exceed the fees due from the User for that month.

Credits are non-transferable and may not be redeemed for cash, except where a refund is expressly required under this SLA following termination as described above or where required by law.

Authi is not required to apply unused credits to past or future months or to apply them to other services.

Authi is not required to apply a credit if any fees due from User are overdue, or if User's account has been suspended or terminated for User's violation of the Agreement.

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

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.