

SLA Framework

Last updated: January 28, 2026

Capitalized terms not otherwise defined shall have the same meaning as set forth in the Agreement.

If there is a conflict between this SLA and the Agreement, the provisions of the Agreement shall govern. Each Party shall notify the other immediately upon the determination of the existence of any such conflict.

For the avoidance of doubt, these terms of service are complementary to the provisions of the Agreement and will apply together with the provisions of the Agreement. If there is a conflict between this SLA and the Agreement, the provisions of the Agreement shall govern.

Partner shall provide Support Services to all Customer of Nayax within the Territory, including without limitation Customer who acquired such Products through any authorized channel of Nayax (including, but not limited to, direct sales through Nayax's online store, and OEM distributors and other Partners). Such Support Services shall be provided in accordance with the service level requirements, performance standards, and operational procedures set forth herein. Partner acknowledges and agrees that its obligations under this SLA are material terms of this Agreement, and that any material breach thereof shall constitute grounds for termination of this Agreement in accordance with the termination provisions set forth herein. Unless determined otherwise by Nayax, at its sole discretion, Nayax shall support the Partner only and shall not be required to support the Customers directly. Nayax' support shall be rendered only after the Partner exhausted all possibilities of resolving the problem independently.

Nayax may update and modify the terms of this SLA from time to time and such updated SLA, once posted on Nayax's website, shall govern. We recommend that you periodically review the terms, to see if any changes were introduced as reflected in the "Last Updated" date hereinabove.

This document is intended to cover technical support. For any non-technical inquiries, kindly contact us at: info@nayax.com

Nayax shall make reasonable commercial efforts to confirm the existence of an error and to correct such an error, based on the severity of the error and without undue delay. *However*, the Partner acknowledges, that not all errors can be corrected or that a fix, patch, workaround, update, or any other offered solution will be available.

1. Support Tier Definitions

- 1.1. **Tier 1 Support:** First-line support provided by Partner to the Customers, including basic troubleshooting, answering general inquiries, and collecting information for escalation if needed.
- 1.2. **Tier 2 Support:** Technical support provided by Nayax for issues that cannot be resolved at Tier 1, including detailed troubleshooting and known issue resolution.
- 1.3. **Tier 3 Support:** Advanced technical support provided by Nayax for complex issues requiring system-level investigation, bug fixes, development intervention or engaging third-parties.

2. Support Structure and Responsibilities

- 2.1. **Partner Support Responsibilities:** The Partner will be responsible for providing Tier 1 Support to all Customer within the Territory. This support shall include:
 - 2.1.1. **Telephone Support:** Available 24 hours a day, 7 days a week, including holidays. The telephone support center should be staffed in such a way that end-users will not wait more than 10 minutes for a representative to respond. Voice messages left at the call

center will be answered within two (2) hours from the moment the end-user's voice message has been delivered to the support center.

- 2.1.2. Email Support: Available 24 hours a day, 7 days a week, including holidays.
 - 2.2. Nayax will be responsible for providing Tier 2 and Tier 3 support, which includes technical troubleshooting, bug fixes, and system-level issues that cannot be resolved at Tier 1 as provided below.
 - 2.3. Support Escalation Process: If an error cannot be solved by the Partner at Tier 1, then the Partner shall contact Nayax Support through <https://www.nayax.com/contact-support/> or via telephone using the regional contact numbers available at <https://www.nayax.com/contact/>.
3. BEFORE Contacting Nayax Support: Please ensure that all troubleshooting steps have been completed before reporting to support, including performing all necessary diagnostic checks to ensure that the reported issue is not attributable to improper installation, local infrastructure or the device to which the Nayax unit is attached or embedded and update the Product's firmware version remotely and confirm whether the issue persists.
 4. Required Information for the Support Process to Begin:
 - 4.1. A detailed description of the issue (see below for more information) **, including time and date of first occurrence, the circumstances under which it arose, and any steps taken to address the issue prior to contacting Nayax and any recent changes or updates, and specific error messages encountered.
 - 4.2. Number of affected devices/machines, including their current location and operational status. Changes to the scope of affected devices after an initial report may be treated as a new incident.
 - 4.3. All relevant supporting materials available to the Partner and/or Customer (e.g., screenshots, system logs, error messages) and any other information requested by Nayax support.
 - 4.4. Confirmation that all affected devices are running one of the latest three firmware versions released by Nayax. Products running older firmware versions are not covered under this SLA until updated to a supported version.
 - 4.5. The Partner shall install and use such reasonable troubleshooting tools and activate such event loggers as may be requested by Nayax and will provide reasonable cooperation to Nayax in the error replication, identification and analysis process. Partner 's personnel shall forward to Nayax all troubleshooting, log reports and other reports generated in connection with its technology.
 - 4.6. To enable Nayax to provide Partner's personnel with the most effective support services, Nayax may request the use of remote access operations, which shall enable Nayax to view its technology and logs and to extract the necessary information to provide the support services. In the event that Partner's personnel are unable to provide such remote access to its systems, Partner's personnel shall be required to reproduce the malfunction in a similar environment in order to be provided with support services.
 5. Response Timelines

5.1. First Acknowledgment

- 5.1.1. First Acknowledgment occurs when the Nayax Tech Support representative has reviewed the issue and confirmed that all required information has been provided. If additional information is required from Partner and/or Customer, the first acknowledgment will not be considered complete.
- 5.1.2. Automated responses, including but not limited to automated ticket creation and auto-reply emails, do not constitute first acknowledgment.
- 5.1.3. The Partner must ensure availability for troubleshooting and testing when requested by Nayax support personnel. This includes: (1) responding in a timely manner to all inquiries from the Nayax support staff; (2) being physically present at the location of the malfunctioning device if / when required; (3) providing necessary access to the Customer's systems and cooperation during the troubleshooting process. Failure to meet these requirements shall automatically extend all applicable SLA timelines by a period equal to the delay caused by such failure and shall not count as part of Nayax's service commitments.

5.2. Resolution

- 5.2.1. A resolution is achieved when a final response is provided to the Customer, which may include either fix or workaround has been provided or confirmation that no further action is necessary.
- 5.2.2. Upon Nayax's provision of a workaround, the severity level shall be automatically downgraded, and resolution timelines shall be adjusted accordingly at Nayax's discretion.
- 5.2.3. Resolution Times represent the average time it normally takes to resolve a matter of similar severity or to downgrade such matter to a lower severity impact. Such times do not serve as a legal commitment by Nayax.
- 5.2.4. The availability of First Acknowledgement and the desired Resolution Times are dependent on the severity of the issue, as determined by Nayax, as follows:

6. Issue Severity

Severity Level	Impact	First Acknowledgment	Resolution Time*	Working Hours
Critical	An incident that results in the inability to accept cashless payments and/or telemetry service across the entire install base (i.e., the entire Nayax network is down).	Up to 30 minutes	up to 12 hours	24/7
Major	An incident that materially affects the business metrics and/or operational aspects.	Up to 6 hours	up to 2 Business Days	During Business Hours
Normal / Low	An incident and/or bug that does not qualify as critical or major. Generic service request. Feature request or any minor	Up to 5 Business Days	Depending on the incident can be as RMA in accordance with company	During Business Hours

	improvement to the systems and its components.		policy, bug fix within next possible release. Feature request in accordance with business justification. Other up to 10 Business Days.	
--	--	--	--	--

For the purposes of this SLA, the following definitions shall apply:

“Business Days” shall mean Sunday through Thursday, excluding any national holidays observed in Israel and any other days designated as non-working days by the Israeli government. For clarity, Friday and Saturday are not considered Business Days.

“Business Hours” shall mean 9:00 AM to 6:00 PM Israel Standard Time (IST), on Business Days.

* All Restoration Times provided on a reasonable efforts’ basis and not as a legal commitment.

7. Exclusions

- 7.1. Feature Requests, Suggestions and Feedback: Feature requests, enhancement suggestions, feedback, and any modifications to existing functionality are not covered by this SLA and are not considered as technical issues. Nayax maintains sole discretion in determining whether a reported item constitutes a feature request or an issue, and may choose, based on business justification and general priorities to implement feature requests at its own timeline and discretion, if at all.
- 7.2. External Factors: The SLA does not apply to, and Nayax shall have no liability for any delays, failures or service interruptions caused by, factors beyond Nayax's reasonable control, including, but not limited to:
 - 7.2.1. **Third-party dependencies**, including but not limited to banking system failures, cellular provider outages, external vendor delays, government regulations, environmental conditions, system upgrades, scheduled or unscheduled maintenance, and any other third-party services or systems upon which the Services are dependent.
 - 7.2.2. **Force Majeure and Public incidents beyond Nayax's reasonable control**, including but not limited to regional or local internet outages, power failures, force majeure events, acts of God, war, terrorism, pandemic, epidemic, government actions, civil unrest, labor disputes, supply chain disruptions, cyber-attacks, denial of service attacks, or other circumstances outside Nayax's direct control, regardless of whether such events were foreseeable.
 - 7.2.3. **Hardware-related issues**, including but not limited to equipment malfunction, component failures, third-party hardware dependencies, normal wear and tear, misuse, vandalism, or environmental damage, where further investigation and resolution time may be reasonably required. The hardware itself may be covered by Warranty. Hardware-related issues are addressed by Nayax’s Return Material Authorization (RMA) procedures. Nayax shall not be liable for any delays, failures, damages or losses

arising from hardware-related issues, regardless of cause, and any resolution timelines provided by Nayax shall be considered estimates only and not binding commitments.

- 7.2.4. **Improper Use or Maintenance**, which may include neglect, misuse, or failure to adhere to Nayax's instructions for use, safety, or maintenance.

Furthermore, if Partner fails to (i) respond to Nayax's inquiries or requests in a timely manner, (ii) provide necessary access to devices, or (iii) furnish required updates and field information promptly, Nayax shall not be held accountable for any SLA response time violations or delays in issue resolution resulting from or affected by such failure.

8. Partner Designated Technical Manager: The Partner shall appoint a designated technical manager who will act as the primary point of contact for the Nayax support team. The technical manager shall be responsible for coordinating all support-related matters and ensuring the Partner's timely communication and cooperation with Nayax's support team to facilitate the resolution of technical issues. Failure to appoint such a technical manager shall not absolve the Partner from its obligations under this Agreement.
9. Hardware Issues and RMA Process: In the event that a hardware issue cannot be resolved remotely, Nayax shall notify Partner. For all hardware returns, the RMA procedures detailed in Agreement shall apply. Partner shall be responsible for following the RMA procedures as specified therein.
10. Training Requirements: Prior to commencing the provision of Support Services hereunder, Partner shall complete comprehensive training programs to be provided by Nayax covering technical troubleshooting methodologies, customer service protocols, escalation procedures, RMA processing requirements, and such other topics as Nayax may reasonably deem necessary for the proper performance of Support Services. Partner shall ensure that all personnel engaged in the provision of Support Services maintain current certification in accordance with standards established by Nayax and participate in ongoing training programs as may be reasonably required by Nayax from time to time. The cost of initial training shall be borne by Nayax; provided, however, that the cost of any remedial training necessitated by Partner's failure to meet performance standards shall be borne by Partner.
11. Performance Standards and Quality Assurance: Partner shall maintain performance standards for Support Services and RMA processing consistent with industry best practices, including without limitation: (a) minimum staffing levels sufficient to meet response time requirements during Business Hours; (b) compliance with response time and resolution time commitments as specified in the SLA; (c) achievement of Customer satisfaction metrics as may be reasonably established by Nayax from time to time; (d) maintenance of technical competency certifications for all support personnel; and (e) implementation of quality assurance procedures to monitor and improve service delivery. Nayax reserves the right to conduct periodic audits of Partner's performance and to require corrective action in the event of material non-compliance with established standards.

12. Uptime Guarantee

- 12.1. Nayax operates an in-house 24/7 Network Operations Center (NOC), which monitors the system in real time and is responsible for activating the related teams for resolution of Critical issues.
- 12.2. Nayax guarantees 99.9% availability to accept credit / debit cashless payments within the guaranteed card type and method acceptance in the Customer's region (the "**Uptime Guarantee**"). The Uptime Guarantee is measured on a monthly basis.
- 12.3. The Uptime Guarantee does not apply to scheduled and emergency maintenance, network disruptions, third-party outages, Customer-caused issues, and any circumstances beyond Nayax's reasonable control.
- 12.4. In the event of incident or service delay classified as Critical, Nayax shall make the information available to the all customers by posting the incident on Nayax status web page (<https://nayaxannouncement.freshstatus.io/>).
- 12.5. The Partner and the Customer may register on this website to receive live incident alerts according to their preferred notification settings.

13. Nayax Retail Contacts: the following contacts shall apply for Retail Solutions:

Region	Email	Phone
US	USrtlsupport@nayax.com	+1 4106663800 EXT #5 (Twilio) +14102970983 (3CX)
UK	UKrtlsupport@nayax.com	+447360267321 (UK) +353 818889952 (Ireland)
DACH	Dachrtlsupport@nayax.com	+49 7641 4644003
France	Francertlsupport@nayax.com	
Japan	Japanrtlsupport@nayax.com	
Italy	Italyrtlsupport@nayax.com	
Australia	Australiartlsupport@nayax.com	
Hungary	Hungaryrtlsupport@nayax.com	
Worldwide	GLOBALrtlsupport@nayax.com	