

## SLA Framework for Entertainment Solutions

*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.

Distributor shall actively provide comprehensive Support Services to the applicable customers of Tigapo within the Territory in accordance with the terms of the Agreement, including all customers who acquired such Products through the Distributor or any other channel as described in this agreement. Distributor shall maintain sufficient resources and infrastructure to ensure continuous, high-quality support availability to the applicable customers without requiring explicit service requests. Such Support Services shall be provided in accordance with the service level requirements, performance standards, and operational procedures set forth herein.

Distributor acknowledges and agrees that its obligations under this SLA are material terms of the Agreement, and that any material breach thereof shall constitute grounds for termination of the Agreement in accordance with the termination provisions set forth therein. Unless determined otherwise by Tigapo, at its sole discretion, Tigapo shall support the Distributor only and shall not be required to support the Customers directly. Tigapo's support shall be rendered only after the Distributor has exhausted all commercially reasonable possibilities of resolving the problem independently.

Tigapo may update and modify the terms of this SLA from time to time and such updated SLA, once posted, 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.

Tigapo 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 Distributor 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 Distributor to the Customers, including troubleshooting, handle network related issues, answering general inquiries, and collecting information for escalation if needed.
- 1.2. **Tier 2 Support:** Technical support provided by Tigapo 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 Tigapo for complex issues requiring system-level investigation, bug fixes, development intervention or engaging third-parties.
- 1.4. **On-site Support:** On-site hardware support provided by the Distributor as directed by Tigapo

2. Support Structure and 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. Tigapo 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. Tigapo will provide Tier 2 and Tier 3 support during the Company's standard business hours (see Business Hours definition below). For critical incidents, Tigapo will use commercially reasonable efforts to provide on-call support outside normal Business Hours as necessary to minimise customer impact; however, the Distributor acknowledges that response and resolution times for incidents reported outside normal Business Hours remain subject to Tigapo's reasonable resource availability.
3. Before Contacting Tigapo 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 Tigapo 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 Tigapo and any recent changes or updates, and specific error messages encountered.
  - 4.2. Number of affected devices, including their current location and operational status. Changes to the scope of affected devices after initial report may be treated as a new incident.
  - 4.3. All relevant supporting materials available to the Distributor 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 approved updated firmware versions released by Tigapo and/or its affiliated companies. Products running older firmware versions are not covered under this SLA until updated to a supported version.
  - 4.5. The Distributor shall install and use such reasonable troubleshooting tools and activate such event loggers as may be requested by Tigapo and will provide reasonable cooperation to Tigapo in the error replication, identification and analysis process. Distributor's personnel shall forward to Tigapo all troubleshooting, log reports and other reports generated in connection with its technology.
  - 4.6. To enable Tigapo to provide Distributor's personnel with the most effective support services, Tigapo may request the use of remote access operations, which shall enable Tigapo to view its

technology and logs and to extract the necessary information to provide the support services. In the event that Distributor's personnel are unable to provide such remote access to its systems, Distributor'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 Tigapo tech support representative has reviewed the issue and confirmed that all required information has been provided. If additional information is required from Distributor 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 Distributor must ensure availability for troubleshooting and testing when requested by Tigapo support personnel. This includes: (1) responding in a timely manner to all inquiries from the Tigapo 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 Tigapo's service commitments.

### 5.2. Resolution

- 5.2.1. A resolution is achieved when a final response is provided to the Distributor, which may include either a fix or workaround, or confirmation that no further action is necessary.
- 5.2.2. Upon Tigapo's provision of a workaround, the severity level shall be automatically downgraded, and resolution timelines shall be adjusted accordingly at Tigapo'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 Tigapo.
- 5.2.4. The availability of First Acknowledgment and the desired Resolution Times are dependent on the severity of the issue, as determined by Tigapo (and, where applicable, as further governed by the Agreement), as follows:

## 6. Issue Severity

<b>Severity Level</b>	<b>Impact</b>	<b>First Acknowledgment</b>	<b>Resolution Time*</b>	<b>Working Hours</b>

Critical	An incident that results in the inability to use Tigapo devices across the entire install base (i.e., the entire Tigapo network is down).	Up to 30 minutes	up to 12 hours	24/7
Major	An incident that materially affects the operational aspects.	Up to 6 hours	Up to 24 hours	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 improvement to the systems and its components.	Up to 5 Business Days	Depending on the incident can be as RMA in accordance with company policy, bug fix within next possible release. Feature request in accordance with business justification. Other up to 30 Business Days.	During Business Hours

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

- “Business Days” shall mean Monday through Friday, excluding any national or bank holidays observed in the United Kingdom. For clarity, Saturday and Sunday are not considered Business Days.
- “Business Hours” shall mean 10:00 AM to 6:00 PM UK time (GMT/BST), on Business Days.
- All Restoration Times are 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. Tigapo 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 Tigapo shall have no liability for any delays, failures or service interruptions caused by, factors beyond Tigapo'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 Tigapo'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 Tigapo'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 Tigapo's Return Material Authorization (RMA) procedures. Tigapo 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 Tigapo 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 Tigapo's instructions for use, safety, or maintenance.

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

8. Distributor Designated Technical Manager: The Distributor shall appoint a designated technical manager who will act as the primary point of contact for the Tigapo support team. The technical manager shall be responsible for coordinating all support-related matters and ensuring the Distributor's timely communication and cooperation with Tigapo's support team to facilitate the resolution of technical issues. Failure to appoint such a technical manager shall not absolve the Distributor from its obligations under this Agreement.
9. Hardware Issues and RMA Process: In the event that a hardware issue cannot be resolved remotely, Tigapo shall notify the Distributor. For all hardware returns, the RMA procedures detailed in the RMA Framework of the Partner Hub to the Distributor Agreement shall apply. The Distributor shall be responsible for following the RMA procedures as specified therein.
10. Training Requirements: Prior to commencing the provision of Support Services hereunder, the Distributor shall complete comprehensive training programs to be provided by Tigapo covering technical troubleshooting methodologies, customer service protocols, escalation procedures, RMA processing requirements, and such other topics as Tigapo may reasonably deem necessary for the proper performance of Support Services. The Distributor shall ensure that all personnel engaged in the provision of Support Services maintain current certification in accordance with standards established by Tigapo and participate

in ongoing training programs as may be reasonably required by Tigapo from time to time. The cost of initial training shall be borne by Tigapo; provided, however, that the cost of any remedial training necessitated by the Distributor's failure to meet performance standards shall be borne by the Distributor.

11. Performance Standards and Quality Assurance: The Distributor 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 Tigapo 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. Tigapo reserves the right to conduct periodic audits of the Distributor's performance and to require corrective action in the event of material non-compliance with established standards.