

Remote Nitro Deactivation Process

It is now possible to **remove Nitro remotely**, at your request. Please follow the instructions below to ensure your request is actioned properly and within the required compliance timeframes.

How to Request Deactivation

- All requests **must be made via email to the Compliance team.**
compliance@skyzer.co.nz
 - Verbal requests (phone, in-person, etc.) **will not be accepted.**
-

Processing Timeframes

We aim to process requests as soon as possible, but the following service-level commitments apply:

 **Request Received**  **Will Be Processed By**

Before **12:00 PM** (midday) End of **same business day**

After **12:00 PM** (midday) By **12:00 PM the next business day**

Post-Deactivation Actions

Once the terminal has been flagged for deactivation:

- You will receive a confirmation email that the terminal must successfully **contact the TMS** to complete the deactivation.
- This TMS contact must occur by the **cut off date (20th of each month)** so that billing meters can be updated.
- **Please Note:** If the terminal does not contact TMS by the above date, Nitro License Fees will still be charged for that month, and adjustments cannot be made retroactively.

Suggested Next Steps

- ✓ Send your email request to Compliance clearly stating:
 - **Remote Nitro Deactivation** in the subject line.
 - Include terminal serial numbers that are to have Nitro removed.
 - To help us confirm ownership, please make sure you are using a company signature. Email requests without a valid company signature cannot be verified and may not be eligible for assistance.
- ✓ Send your request well before the **cut off date (20th of each month)** and ideally before midday, to allow for same-day processing where possible.
- ✓ Monitor for confirmation from Compliance and ensure the terminal connects to TMS before the specified cutoff date.