

LEGAL DOCUMENT

S.G. Systems Support & Service Level Agreement

Applicable to supported V5 Ultimate and V5 Classic customers

Source: <https://v5ultimate.com/legal/sla>

Introduction

This Support & Service Level Agreement ("SLA") is provided by S.G. Systems, LLC, a Texas limited liability company with its principal office at 6944 Meadowbriar Lane, Dallas, TX 75230, USA ("SG Systems"), to each customer with a current, supported Order for SG Systems software ("Customer"). V5 Ultimate and V5 Classic are product names; they are not parties to this SLA.

S.G. Systems, LLC is the provider and manager of the support services and service levels described in this SLA. This SLA applies regardless of whether the applicable S.G. Systems software was purchased directly from S.G. Systems, LLC or through an authorised reseller or distributor. No reseller or distributor may reduce, modify or make additional commitments on behalf of S.G. Systems, LLC under this SLA unless expressly authorised in writing by S.G. Systems, LLC.

This SLA is document Version 1.1, revision date October 3, 2026, published at its permanent address v5ultimate.com/legal/sla. It is read with the [S.G. Systems Software End User Licence Agreement](#) ("EULA"), which governs the licence, and with the applicable Order and the Seller's commercial terms (for direct sales, the [V5 Commercial Terms for Software and Services](#)), which govern pricing, payment and Seller-delivered services.

1. Provider, Scope and Resellers

1.1 SLA Provider. S.G. Systems, LLC provides and manages the support services and service levels in this SLA directly to Customer, for every supported deployment of V5 Ultimate and V5 Classic, whether the Order was placed with S.G. Systems, LLC, with SG Traceability Systems Ltd or with an authorised reseller or distributor.

1.2 Products and Deployments Covered. (a) *Software support* under [Sections 3](#) and [4](#) covers supported V5 Ultimate (Cloud, Private Cloud and On-Premises) and supported V5 Classic. (b) *Hosted service levels* under [Sections 5](#) and [6](#) (uptime, backups, recovery objectives, maintenance and service credits) apply only where SG Systems provides the hosted service: V5 Ultimate Cloud and V5 Ultimate Private Cloud. (c) V5 Classic is supplied On-Premises only and is never a hosted service. (d) Availability of infrastructure that Customer, or its contractor, operates (including a Customer-managed cloud) is outside SG Systems' hosting responsibility.

1.3 Supported Order. This SLA applies while Customer's Order for the product is current and paid, for the product, deployment and supported versions identified in that Order and the Documentation ([Commercial Terms §8.3.2](#)). Trials and evaluations are governed by the [Trial and Evaluation Terms](#), not this SLA.

1.4 Resellers and First-Line Support. An authorised reseller or distributor may provide first-line support to Customer where its Order says so, such as initial triage, product guidance and passing issues to SG Systems. Reseller first-line support does not replace, delay or dilute SG Systems' obligations under this SLA. Customer may always report an issue directly to SG Systems under [§3.1](#).

1.5 No Variation by Seller Documents. No Order, quote, purchase order, reseller agreement, reseller commercial terms or other Seller document reduces, modifies or adds to this SLA, or binds SG Systems to any additional service commitment, unless S.G. Systems, LLC expressly agrees in writing. A commitment a reseller makes beyond this SLA is the reseller's own obligation, not SG Systems'.

1.6 Relationship with Other Documents. This SLA is incorporated into each Order that references the EULA or the Commercial Terms on or after its revision date. Pricing, payment, invoicing, taxes, term and renewal, and Seller-delivered professional services remain between Customer and the Seller under the Order and the Seller's commercial terms. The EULA continues to govern licence, intellectual property and use. Security incident notification for hosted services is set out in [Commercial Terms §9.2](#).

1.7 Existing Agreements. An Order that accepted the [Master Services Agreement Version 1.24](#) or an earlier agreement keeps its accepted support terms until it ends or is renewed on documents referencing this SLA. Nothing in this SLA retroactively changes an accepted agreement. SG Systems may choose to apply this SLA's Severity 1 commitment to such an Order where that is more favourable to Customer.

2. Definitions

2.1 "Severity 1 (Critical)" means production down: the Software or hosted service is unavailable or unusable for production use.

2.2 "Severity 2 (Major)" means major impairment: a significant function is materially impaired and production is substantially affected.

2.3 "Severity 3 (Minor)" means a minor issue with limited impact on production.

2.4 "Severity 4 (Question/Request)" means a question, how-to request or enhancement request.

2.5 "Business Hours" means 09:00–18:00 in Customer's local time zone on weekdays, excluding SG Systems' published holidays, unless the Order states otherwise. A "business day" is a day containing Business Hours.

2.6 "Initial Response" means a qualified SG Systems person responding to the report and beginning work on the issue. It is not resolution, a workaround, an automated alert or acknowledgement, recovery of a hosted service, uptime, RTO or RPO.

2.7 "Hosted Services" means V5 Ultimate Cloud and V5 Ultimate Private Cloud as defined in [Commercial Terms §2.3](#) and [Commercial Terms §2.4](#), operated by SG Systems. A Private Cloud has its own isolated application instance and database on the SG Systems-operated hosting environment. On-Premises ([Commercial Terms §2.5](#)), including a Customer-managed cloud, is not a Hosted Service.

2.8 "Monthly Uptime Percentage" means (total minutes in the month – unavailable minutes) ÷ total minutes × 100, excluding scheduled maintenance and the exclusions in [§7.2](#).

2.9 "RPO" and "RTO" mean, respectively, the recovery point objective (the maximum intended period of data loss, measured back from an incident) and the recovery time objective (the intended time to restore a Hosted Service after a Severity 1 incident). They are objectives for recovery, separate from Initial Response.

2.10 "SG Support Channel" means the support channel SG Systems designates to Customer for reporting issues, as identified in the Order, onboarding materials or the Documentation. For V5 Classic and V5 Ultimate it includes email to support@sgsystemsglobal.com; for V5 Ultimate it also includes the support request route within Ask AI in the application, which raises a request to SG Systems' support team. An automated or AI-generated answer is not an Initial Response and does not by itself report an issue; Severity is set under [Section 3](#).

3. Reporting an Issue

3.1 Direct Reporting. Customer may report any issue directly through the SG Support Channel, whether or not it bought through a reseller and whether or not the reseller also provides first-line support.

3.2 When the Clock Starts. The Initial Response time starts when the report reaches the SG Support Channel. Where a reseller passes on a report, the clock starts when the report reaches the SG Support Channel, not when the reseller acknowledges it. Customer may report directly at any time to avoid delay.

3.3 Severity and Information. Customer indicates the severity using the definitions in [Section 2](#) and provides the information reasonably needed to reproduce and work the issue, such as the product, version, deployment, steps, error messages and logs Customer chooses to share. For On-Premises, SG Systems has no access to Customer Data except as Customer authorises.

4. Support and Response Targets

4.1 24/7/365 Critical Support. For Severity 1 incidents, SG Systems provides an Initial Response within two (2) hours, 24 hours a day, 7 days a week, 365 days a year. This applies to every supported deployment (V5 Ultimate Cloud, Private Cloud and On-Premises, and V5 Classic On-Premises) and every sales channel. The two-hour clock runs continuously; it is not limited to Business Hours and does not depend on a reseller's availability. For Hosted Services, the existing target of one (1) business hour also continues to apply during Business Hours; whichever is earlier applies.

4.2 Other Response Targets. Severity 2–4 targets run in Business Hours:

SEVERITY	V5 ULTIMATE CLOUD AND PRIVATE CLOUD	V5 ULTIMATE ON-PREMISES AND V5 CLASSIC
1 CRITICAL	2 hours, 24/7/365 (and 1 business hour during Business Hours)	2 hours, 24/7/365
2 MAJOR	4 business hours	1 business day
3 MINOR	1 business day	2 business days
4 QUESTION/REQUEST	2 business days	3 business days

4.3 Response Is Not Resolution. All targets in this Section are Initial Response targets. They are not resolution times, guaranteed fixes, automated recovery, uptime commitments or recovery objectives. Recovery of a Hosted Service is measured against the RTO and RPO in [Section 5](#); availability is measured by the Monthly Uptime Percentage.

4.4 Escalation. After the Initial Response, SG Systems continues to work a Severity 1 incident, involving its engineering personnel as needed, until the service is restored or the issue is otherwise resolved or downgraded with Customer's agreement. Customer may ask SG Systems, through the SG Support Channel, to escalate any open issue it believes is not progressing.

4.5 Scope of Software Support. SG Systems provides remote software support, operational guidance and troubleshooting for defects reproducible in a supported configuration. For On-Premises (including all V5 Classic installations), Customer is responsible for its infrastructure, system maintenance, backups and disaster recovery, and no uptime is warranted. On-site support requires a separate statement of work.

5. Hosted Service Levels (V5 Ultimate Cloud and Private Cloud)

5.1 V5 Ultimate Cloud. (a) *Uptime*: 99.9% Monthly Uptime Percentage. (b) *Backup and recovery*: encrypted backups every twenty-four (24) hours, retained thirty (30) days; RPO 24 hours; RTO 8 hours for Severity 1 incidents. (c) *Maintenance*: announced at least seventy-two (72) hours in advance, performed in low-traffic windows, capped at four (4) hours per month.

5.2 V5 Ultimate Private Cloud (SG Systems-hosted). (a) *Uptime*: 99.9% Monthly Uptime Percentage, also excluding Customer-scheduled upgrade windows. (b) *Backup and recovery*: encrypted backups every twelve (12) hours, retained thirty (30) days (longer retention only if stated in the Order); RPO 12 hours; RTO 4 hours for Severity 1 incidents. (c) *Maintenance*: announced at least seventy-two (72) hours in advance, in a window agreed with Customer, capped at four (4) hours per month. (d) *Prior release*: these service levels continue for the supported prior release during a release deferral window under [Commercial Terms §8.5](#), which preserves Customer's controlled validation and release timing. A Customer-managed cloud is On-Premises and is supported under [§4.5](#).

5.3 Disaster Recovery. SG Systems maintains a disaster recovery plan for the Hosted Services and performs periodic recovery testing. Backups and recovery objectives apply at the intervals stated in [§5.1](#) and [§5.2](#).

5.4 Validation Remains Customer's. Hosted service levels do not validate a system. Customer remains responsible for intended-use validation, testing, approval, release and change control ([Commercial Terms §7.2.1](#)).

6. Service Credits and Remedies

6.1 Service Credits. If the Monthly Uptime Percentage for V5 Ultimate Cloud or Private Cloud falls below 99.9% in a calendar month, Customer may receive a credit of: 10% of one month's fees for that deployment where uptime is below 99.9%; 25% where below 99.0%; or 50% where below 95.0%. Only the highest applicable tier applies.

6.2 Credit Request Process. Customer must request credits in writing within thirty (30) days after the end of the month in which the event occurred, through the SG Support Channel or through its Seller. Approved credits apply against future charges for that deployment as described in §6.3 and are not refundable.

6.3 One Credit per Event. A credit is granted once for each qualifying month. Where Customer bought through a reseller whose commercial terms incorporated in the Order expressly provide for handling SLA credits, the reseller handles the approved credit under those terms. Otherwise SG Systems handles the credit claim directly with Customer: it determines eligibility and amount under this Section 6 and agrees with Customer in writing how the credit is applied. Eligibility, calculation and deadlines are always those in this Section 6. The same shortfall does not give rise to a credit from both SG Systems and the Seller.

6.4 Sole Remedy for Uptime. Service credits are Customer's sole and exclusive remedy for failure to meet the uptime commitment.

6.5 Liability. SG Systems' liability under this SLA is subject to the limits and exclusions in EULA Sections 14.2 to 14.4, calculated on the fees paid under the applicable Order, whoever the Seller is. A reseller's own liability terms govern only the reseller's liability and do not change SG Systems' liability unless SG Systems expressly agrees in writing. Service credits count towards that limit and do not increase it, and SG Systems and the Seller are not both liable for the same loss under this SLA and the Seller's commercial terms.

7. Applicability and Exclusions

7.1 Hosted Commitments Only Where Hosted. Uptime, backup, RPO, RTO, maintenance and service-credit commitments apply only to the Hosted Services named in [Section 5](#). They do not apply to On-Premises, V5 Classic, Customer-managed cloud or other Customer-operated infrastructure, trials, sandboxes unless stated in the Order, or Presales Services.

7.2 Exclusions. SLA commitments do not apply to downtime or issues caused by Customer's actions, configuration or environment, integrations designed, built or managed by Customer or a third party it appoints (including changes made, or not made, to Customer's ERP or other third-party systems), third-party identity-provider or network failures beyond SG Systems' control, scheduled maintenance, Customer-scheduled upgrade windows, suspension under [Commercial Terms §6.7](#), or Force Majeure events.

7.3 Independent Defects Remain Covered. An exclusion in [§7.2](#) applies only to the extent the downtime or issue is caused by the excluded matter. Defects in the Software or in the supported V5 APIs and connectors, and Hosted Services downtime not caused by an excluded matter, remain covered, including where Customer uses a Customer-managed integration, and the software support in [§4.5](#) continues to apply to them. Designing, building, changing or maintaining Customer's own integration, ERP customisation or middleware is not SLA support and is available only where agreed under [Commercial Terms §4.5.5](#) or the Seller's equivalent terms.

8. Reporting, Changes and Transition

8.1 SLA Reporting. SG Systems will make reasonable SLA performance information available on request, including uptime and material incident summaries.

8.2 Changes. SG Systems may publish a new version of this SLA prospectively, with a new version identifier. A new version applies to an existing Order only on renewal or acceptance under [Commercial Terms §18.11](#), or by written agreement. A change that reduces SLA metrics for a committed term requires Customer's written agreement.

8.3 Legacy Support Tiers. The former Silver, Gold, Platinum and Diamond support tiers are retired and replaced by this severity-based SLA as provided in [Commercial Terms §11.12](#). A legacy tier name alone creates no additional entitlement.

Document Control

DOCUMENT	S.G. Systems Support & Service Level Agreement
PROVIDER	S.G. Systems, LLC
VERSION	1.1
REVISION DATE	October 3, 2026
PERMANENT ADDRESS	v5ultimate.com/legal/sla
PREVIOUS VERSION	Version 1.0 · October 1, 2026 (PDF) (continues to govern Orders that accepted it; Version 1.1 applies on renewal or acceptance under §8.2)
RELATED DOCUMENTS	S.G. Systems Software End User Licence Agreement ; V5 Commercial Terms for Software and Services ; Master Services Agreement V1.24 (prior Orders, unchanged)

Version 1.1 (October 3, 2026)

- 7.2: added downtime or issues caused by Customer-managed or third-party integrations (including changes to Customer's ERP or other systems) to the existing exclusions.
- New 7.3: exclusions apply only to the extent of their cause; defects in the Software and supported V5 APIs and connectors, and other Hosted Services downtime, stay covered; building or maintaining Customer's own integration is not SLA support. No figures, targets or credits changed.

Version 1.0 (October 1, 2026)

- First standalone SLA. S.G. Systems, LLC is the SLA provider and manager for V5 Ultimate and V5 Classic, for direct and reseller purchases.
- Severity definitions, non-critical targets, Business Hours, hosted uptime, backup, RPO/RTO, maintenance, service credits, exclusions and reporting carried over unchanged from Commercial Terms V2.0 / MSA V1.24 Section 11 and §9.3.
- New: 24/7/365 two-hour human Initial Response for Severity 1 across every deployment and sales channel; the clock starts when the report reaches the SG Support Channel.