

V5 Service Levels

	Silver	Gold	Platinum	Diamond
Coverage (at the location of the software installation)	7am-7pm (Monday-Friday, excluding public holidays) ¹	7am-7pm (Monday-Friday, excluding public holidays) ¹	24 hours (Monday-Friday, excluding public holidays) ¹	24/7/365
Target Response Time ²	12 hr	6 hr	3 hr	90 min
Additional Training and Implementation	0	5 hrs / year	10 hrs / year	unlimited
Software Support ³	V5 only	V5 only	V5 only	inclusive
Hardware Support ⁴	Standard Manufacturing Guarantee			

SG Systems Support and Software Update Policies

- Public Holidays - A public holiday, national holiday or legal holiday is a holiday generally established by law and is usually a non-working day during the year. This applies to the location of the software installation (i.e manufacturing plant location).
- The time which SG Systems, LLC aims to respond to support requests. This does not constitute a Service Level Agreement (SLA) and does not include Force Majeure events. However, SG Systems, LLC will make it's best endeavor to ensure all target response times are met. Target Response Time is during stated business hours.
- SG Systems, LLC will provide software updates to the designated support level. Minor software updates generally do not require professional services, however, there may be instances, such as a major release or in the case of custom development and/or integration, where professional services will be necessary. If professional services become necessary, they will be specified in advance and will not be performed prior to customer approval. Software updates do not include any hardware, which may be required for any future updates. E.g. PC hardware obsolescence, printing and barcode scanning technology.
- All hardware is provided with a standard manufacturer's warranty. In the event that SG Systems, LLC provides hardware such warranties will be provided with the hardware at the point of supply. It is the customer's responsibility to locate the warranties and understand the terms. SG Systems agrees not to supply any hardware without a minimum 12 months standard manufacturer's warranty. Due to the nature of the SG Systems, LLC solution and support agreements, SG Systems, LLC agrees to help diagnose and troubleshoot hardware related problems, but it is by no means responsible for such equipment. Any diagnosis should be confirmed by a qualified hardware technician, provided by the customer.
- Automatic Renewals – For your convenience, support agreements are automatically renewed annually. Cancellation of agreements requires 90 day notice from the stated start date and must be received in writing on company letterheaded, or by email sent to the current SG systems, LLC account manager and signed by a person in authority.
- Minimum Period – 1 year from start date of agreement.
- Changes & Amendments – SG Systems, LLC Support and Software Update Policies may change periodically at the sole discretion of SG Systems, LLC. Any changes to these policies will go into effect on the first day of the next annual renewal period for each customer. Any such changes will be publicly available on the SG Systems, LLC website at least 30 days in advance of the effective date.