

Fifth Dimension Service & Support SLAs

Last updated 22 December 2025

This Service Level Agreement ("SLA") outlines the service level commitments provided by Fifth Dimension to its Customers in relation to the availability, support, and maintenance of its Services. These service levels are subject to the terms and conditions of the main Agreement between the Customer and Fifth Dimension.

Service Uptime Commitment

The Service will be available 99.9% of the time in any given calendar month availability, excluding any Scheduled Maintenance and Excluded Downtime (both of which are set out below). A service is unavailable when the Customer is unable to access or authenticate to any part of the Service. Uptime reports are available on request by the Customer.

Excluded Downtime:

Force Majeure Events	As described in the Agreement.
Customer-Caused Issues	Errors, misuse, or unauthorized configurations, integrations of modifications by Customer.
Third-Party Failures	Service failures outside Fifth Dimension's reasonable control.
Customer Infrastructure	Customer's equipment, software, or connectivity issues.
Beta Features	Service features explicitly marked as beta, preview, test or experimental.
Emergency Maintenance	Unplanned required to protect the platform security or prevent data loss such as security upgrades. If possible, prior notice will be provided to the Customer.

Scheduled Maintenance:

Scheduled maintenance will be performed:

- during low usage or off-peak hours (typically Saturdays 10:00 PM - 6:00 AM); and
- notification is provided to the Customer at least 72 hours in advance via email.

Incident Response

Support for infrastructure failures is available 24/7 for Severity 1 incidents; standard support hours (Monday-Friday, 9:00 AM - 6:00 PM local time) apply for all other severity levels.

Support Channel

Email: support@fifthdimension.ai

Severity Levels & Response Times

Severity	Description	Target Response Time
Severity 1	Complete Service unusable; major business impact such as:	2 hours

	<ul style="list-style-type: none"> - Customers cannot access or authenticate to the platform. - Core API services are completely unavailable. - Data storage systems are inaccessible. 	
Severity 2	Functionality impaired; workaround unavailable <ul style="list-style-type: none"> - Significant performance degradation of core platform services - Intermittent authentication failures - Partial API unavailability affecting multiple customers 	4 business hours
Severity 3	Minor issue; workaround available <ul style="list-style-type: none"> - Isolated performance issues affecting non-critical functions - Single customer infrastructure issues - Minor UI/UX platform bugs or cosmetic issues 	1 business day

Response times are for an acknowledgment of the initial issue only, not resolution. Ticket priority is determined by Fifth Dimension.

Status updates will be provided every 2 hours for Severity 1 incidents. Regular updates will be provided for all other incidents. Post incident summaries will be provided to Customer for Severity 1 incidents and for all others on request.

Customer Responsibilities

To receive support under this SLA, Customer agrees to:

- Provide reasonable information and assistance to diagnose and resolve issues.
- Maintain designated technical contacts who are trained on the use of the Service.
- Implement reasonable security measures and maintain current software versions as recommended.
- Report issues promptly with reasonably sufficient detail.

Changes to SLA

Fifth Dimension AI may update this SLA from time to time by giving at least 30 days' written notice to the Customer, provided such changes do not materially reduce the service levels without Customer's prior agreement.