Global Trade Alert

API — Service Level Agreement

Version: 1 January 2026

SGEPT

PREAMBLE

This Service Level Agreement ("SLA") forms part of the agreement for the Global Trade Alert API ("the Service") alongside the Data Terms of Use ("Data ToU"), the API Terms of Use ("API ToU"), and any Service Contract. It defines the minimum, generally available service levels. Capitalised terms not defined herein have the meaning given in the Data ToU.

In the event of a conflict, a specific commitment in a Subscriber's Service Contract will take precedence over this SLA.

1. SERVICE COMMITMENTS

SGEPT commits to the following service levels, measured over each calendar month:

Metric	Target	Definition
Service Availability	≥ 99.5%	Ratio of successful API requests to total valid requests, excluding Excusable Downtime.
Data Freshness	≤ 12 business hours	Maximum time between a new or amended entry appearing on the public GTA website and being available via the API.
Performance Objective	Target P95 ≤ 1000 ms	Design goal, not a binding commitment. Measured from request receipt to response transmission at SGEPT's network edge.

2. MAINTENANCE AND EXCUSABLE DOWNTIME

The following are not counted towards Downtime when calculating Service Availability:

- **Scheduled Maintenance:** SGEPT may perform maintenance for up to four (4) hours per month, typically during low-usage windows (e.g. 05:00–09:00 CET/CEST on weekends). SGEPT will provide at least 48 hours' notice.
- **Emergency Maintenance:** Maintenance required to address a critical security or stability issue. SGEPT will provide as much advance notice as is practicable.
- **Other Exclusions:** Service unavailability resulting from (i) a Force Majeure Event as defined in the Data ToU; (ii) Subscriber's equipment, software, or network issues; or (iii) Subscriber's use of the Service in breach of the Agreement Documents, including exceeding rate limits.

3. SUPPORT AND INCIDENT MANAGEMENT

Support is available via the channels defined in the Service Contract during API Support Hours (09:00–17:00 CET/CEST, Monday–Friday, excluding Swiss public holidays).

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Severity	Examples	Target Initial Response
Critical (S1)	Service is completely unavailable; widespread data corruption.	4 Business Hours
High (S2)	Core functionality is significantly degraded or impaired.	8 Business Hours
Normal (S3)	General questions, minor defects, or integration queries.	2 Business Days

For Critical (S1) incidents, SGEPT will provide regular status updates. Critical incidents not resolved in a timely manner will be escalated to senior management.

4. SECURITY AND DATA INTEGRITY

- **Encryption:** All API endpoints require Transport Layer Security (TLS) 1.2 or higher.
- **Backups:** SGEPT performs regular backups of the Licensed Data, with point-in-time recovery capabilities.
- **Vulnerability Management:** SGEPT conducts periodic vulnerability scans of the API infrastructure and works to remediate critical findings in a timely manner.

5. SERVICE CREDITS

If monthly Service Availability falls below the 99.5% commitment, the Subscriber may claim a Service Credit to be applied against a future invoice.

Monthly Uptime Percentage	Service Credit (% of Monthly Fee)
< 99.5% to ≥ 99.0%	5%
< 99.0% to ≥ 98.0%	10%
< 98.0%	20%

To receive a credit, the Subscriber must submit a request within thirty (30) days of the end of the relevant month.

Chronic Failure: If Service Availability falls below 99.5% for three (3) months in any six-month period, the Subscriber may terminate the API subscription with 30 days' notice and receive one month's API fee as credit.

Service Credits are the Subscriber's sole and exclusive remedy for any failure by SGEPT to meet the Service Availability commitment set out in this SLA, subject to the Chronic Failure termination right above.

6. REPORTING

Upon request, SGEPT will make a monthly report available to Subscribers summarising performance against the Service Availability and Data Freshness commitments and providing details of any Scheduled Maintenance or Critical incidents.

7. CHANGES TO THIS SLA

SGEPT may amend this SLA by providing thirty (30) days' written notice, in accordance with the Changes to Terms provisions (Section 18) of the Data ToU.