# Service Level Agreement (SLA)

\*\*Effective Date:\*\* [Start Date]
\*\*Between:\*\* [Your Business Name] (“Service Provider”)
And: [Customer Name] (“Customer”)

## 1. Purpose of the Agreement

This Service Level Agreement sets forth the terms and conditions for the provision of services by [Your Business Name] to [Customer Name]. The objective is to ensure mutual understanding of service expectations and commitments.

## 2. Services Provided

[Detailed description of services, including scope, deliverables, and exclusions.]

\*\*Example:\*\*
- \*\*Included Services:\*\*
 - [Specific services, e.g., website hosting, email support, IT management.]
- \*\*Excluded Services:\*\*
 - [Items not covered under the agreement, e.g., third-party software issues.]

## 3. Performance Metrics

The following performance standards will apply:

- \*\*Uptime Guarantee:\*\* [e.g., 99.9% availability per month.]
- \*\*Response Time:\*\* Initial response within [X hours/minutes].
- \*\*Resolution Time:\*\* Issues resolved within [X hours/days], depending on severity.

## 4. Responsibilities

\*\*Service Provider Responsibilities\*\*
- Provide services as defined in this agreement.
- Communicate scheduled maintenance and downtime in advance.
- Maintain confidentiality of customer data.

\*\*Customer Responsibilities\*\*
- Provide necessary access to systems or information.
- Notify the provider promptly of issues requiring attention.
- Adhere to payment terms as defined in the contract.

## 5. Support and Maintenance

Support is available:

- \*\*Hours of Operation:\*\* [e.g., Monday–Friday, 9 AM–5 PM EST.]
- \*\*Contact Methods:\*\* [e.g., phone, email, chat.]
- \*\*Response Time:\*\* [e.g., within 2 business hours of ticket submission.]

## 6. Escalation Procedures

Unresolved issues will follow this escalation process:

1. \*\*Level 1:\*\* [Support team resolves the issue.]
2. \*\*Level 2:\*\* [Manager reviews and resolves.]
3. \*\*Level 3:\*\* [Executive intervention.]

## 7. Monitoring and Reporting

Performance will be monitored through [tools/methods, e.g., system logs, performance dashboards]. Reports will be provided [frequency, e.g., monthly].

## 8. Compensation for Breach

If the Service Provider fails to meet performance standards, the Customer is entitled to:

- \*\*Credit:\*\* [e.g., a percentage refund for the affected period.]
- \*\*Other Remedies:\*\* [Specify.]

## 9. Termination

This agreement may be terminated by either party with [X days] written notice for the following reasons:

- Breach of the agreement.
- Mutual consent.
- Legal requirements.

## 10. Review and Updates

This SLA will be reviewed [annually/semi-annually] to ensure relevance and accuracy. Amendments must be agreed upon in writing by both parties.

## 11. Legal and Compliance

This agreement is governed by the laws of [State/Country]. The Service Provider agrees to comply with [specific regulations, e.g., GDPR, HIPAA].

\*\*Signatures\*\*

\*\*[Your Business Name]\*\*
By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*\*[Customer Name]\*\*
By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*This template is a starting point and should be customized based on the needs of your business and local laws. You may also want to consult a legal professional to ensure compliance with regulations.*