

Service Level Agreement (SLA)

1. Introduction

This Service Level Agreement ("SLA") is made between **Provider Name** ("Service Provider") and **Client Name** ("Client") as of Effective Date.

2. Purpose

The purpose of this SLA is to specify the requirements of the service as agreed between the Service Provider and the Client.

3. Service Scope

- Service Description:
- Service Availability:
- Support Hours:

4. Service Performance

Service Metric	Target
Uptime Percentage	99.9%
Response Time	Within 2 hours
Resolution Time	Within 24 hours

5. Reporting

Performance reports will be provided on a Monthly/Quarterly basis.

6. Penalties

In case of SLA breach, the following penalties will apply:

7. Agreement Review

This agreement will be reviewed on Annual/Semi-Annual basis or as required.

8. Signatures

Service Provider Representative:

Title:

Date:

Client Representative:

Title:

Date: