

# 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: