

# Service Level Agreement (SLA) for Maintenance

## 1. Introduction

This Service Level Agreement ("Agreement") is made between **ABC Company** and **XYZ Client** for the provision of maintenance services.

## 2. Scope of Services

- Regular preventive maintenance
- Emergency repair services
- System updates and upgrades
- Technical support

## 3. Service Availability

The maintenance services shall be available from Monday to Friday, 8:00 AM to 6:00 PM.

## 4. Response Time

Service Type	Response Time	Resolution Time
Normal Maintenance	Within 24 hours	Within 3 days
Emergency Repair	Within 2 hours	Within 8 hours

## 5. Client Responsibilities

- Provide access to equipment
- Inform of issues promptly
- Cooperate with maintenance staff

## 6. Performance Metrics

Service levels will be measured monthly and shall meet or exceed 95% compliance with the response and resolution times stated above.

## 7. Review and Reporting

Both parties shall meet quarterly to review service performance and address any issues.

## 8. Agreement Signatures

ABC Company Representative:

XYZ Client Representative:

Date: