

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: