

# Service Level Agreement (SLA)

## 1. Introduction

This Service Level Agreement ("SLA") is entered into by and between the Service Provider and the Client. This SLA outlines the service levels, responsibilities, and support provided.

## 2. Services Provided

- 24/7 Technical Support
- System Monitoring
- Regular Maintenance

## 3. Performance Metrics

Metric	Target
System Uptime	99.9% per month
Response Time	1 hour
Resolution Time	4 hours

## 4. Client Responsibilities

- Report issues promptly
- Provide necessary access

## 5. Reporting & Reviews

Monthly service reports will be shared with the Client. Regular reviews will be conducted to ensure SLA compliance.

## 6. Agreement Signatures

Service Provider:

Client:

Date: