# Service Level Agreement (SLA)

**Purpose:** This Service Level Agreement (SLA) sets clear expectations for the quality, availability, and responsibilities associated with the services provided by **{serviceProvider}** to **{clientName}**.

## 1. Agreement Overview

This SLA outlines the parameters of all services covered by this agreement. The purpose is to ensure mutual understanding of service requirements and obligations between the service provider and client.

## 2. Parties Involved

**Service Provider:** {serviceProvider}

**Client:** {clientName}

## 3. Effective Dates

**Start Date:** {startDate}

**End Date:** {endDate}

**Review Period:** Every {reviewInterval} months

## 4. Services Covered

The following services are covered under this SLA:

{#services}

* **{serviceName}**: {serviceDescription}

{/services}

## 5. Service Management

**Service Availability:** {serviceAvailability}

**Support Hours:** {supportHours}

**Response Time:** {responseTime}

**Resolution Time:** {resolutionTime}

## 6. Key Performance Indicators (KPIs)

|  |  |  |
| --- | --- | --- |
| **Metric** | **Target** | **Measurement Method** |
| {#kpis}{metric} | {target} | {measurement}{/kpis} |

## 7. Roles and Responsibilities

**Service Provider Responsibilities include:**

{#providerResponsibilities}

* {responsibility}

{/providerResponsibilities}

**Client Responsibilities include:**

{#clientResponsibilities}

* {responsibility}

{/clientResponsibilities}

## 8. Review and Reporting

SLA performance will be reviewed during designated review periods. Reports will include:

{#reportMetrics}

* {metricName}

{/reportMetrics}

## 9. Penalties and Remedies

Failure to meet the agreed service levels may result in the following penalties:

{#penalties}

* {penaltyDescription}

{/penalties}

## 10. Termination Conditions

This SLA is subject to the following termination clauses:

{#terminationConditions}

* {condition}

{/terminationConditions}

## 11. Additional Notes

{additionalNotes}

## 12. Signature

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Party** | **Name** | **Title** | **Date** | **Signature** |
| {#signatures}{party} | {name} | {title} | {date} | {signature}{/signatures} |