# Service Level Agreement (SLA)

**Purpose:** This Service Level Agreement (SLA) defines the level of service expected from the service provider, outlines the metrics by which the service is measured, and stipulates the remedies or penalties in the event agreed-upon service levels are not achieved. It is a commitment between the **Service Provider** and the **Client**.

## 1. Agreement Overview

This SLA is made between **{providerName}** and **{clientName}** effective from {effectiveDate} through {endDate}. This document outlines the parameters of all services covered under this agreement and the responsibilities of the involved parties.

## 2. Goals & Objectives

* Ensure consistent performance in service delivery
* Document mutual understanding of service requirements
* Provide a clear reference for measuring service performance
* Outline problem resolution procedures

## 3. Service Scope

The following services are covered by this SLA:

{#services}

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

{/services}

## 4. Service Management

**Service performance** is monitored and reported as follows:

|  |  |  |
| --- | --- | --- |
| **Metric** | **Target** | **Measurement Frequency** |
| {#metrics}{metricName} | {targetValue} | {measurementFrequency}{/metrics} |

## 5. Roles and Responsibilities

### 5.1 Service Provider

* Provide services according to specifications in this SLA
* Ensure service availability as stated
* Respond to service-related incidents and requests within agreed timeframes

### 5.2 Client

* Provide accurate and up-to-date information for service handling
* Notify the provider of incidents or problems in a timely manner
* Pay any service-related fees as outlined

## 6. Service Availability

The service provider will ensure the availability of the specified services for **{availabilityPercentage}%** of each calendar month.

## 7. Incident Management

The following response times apply in handling incidents:

|  |  |  |
| --- | --- | --- |
| **Priority** | **Response Time** | **Resolution Target** |
| {#incidentLevels}{priority} | {responseTime} | {resolutionTarget}{/incidentLevels} |

## 8. Maintenance and Upgrades

Regular maintenance windows will be **{maintenanceSchedule}**. Clients will be notified at least **{noticePeriod}** before any scheduled downtime.

## 9. Reporting and Review

Performance reports will be provided **{reportingFrequency}** and will be reviewed in SLA review meetings held **{reviewMeetingFrequency}**.

## 10. Penalties and Remedies

If service levels fall below the agreed standards, the following remedies will apply:

{#penalties}

* **{condition}:** {penaltyDescription}

{/penalties}

## 11. Term and Termination

This SLA remains in effect until {endDate}, unless terminated earlier by either party with **{terminationNoticePeriod}** written notice.

## 12. Signatures

|  |  |  |
| --- | --- | --- |
| **Representative** | **Title** | **Date** |
| {#signatures}{representativeName} | {title} | {dateSigned}{/signatures} |

By signing this document, both parties agree to all terms outlined in this Service Level Agreement.