Service Level Agreement for Connectivity Issue Resolution

Date: [Insert Date]

To: [Client Name]

From: [Your Name / Your Company]

1. Introduction

This Service Level Agreement (SLA) outlines the terms and conditions regarding the resolution of connectivity issues faced by [Client's Name] during the duration of the freelance project.

2. Scope of Services

The following services are covered under this SLA:

- Assessment of connectivity issues
- Troubleshooting and resolution of issues
- Communication regarding the status of the issues

3. Response Times

The following response times will apply:

- Critical Issues: Response within 1 hour
- High Priority Issues: Response within 4 hours
- Medium Priority Issues: Response within 1 business day

4. Issue Resolution Times

The expected resolution times are listed below:

- Critical Issues: Resolved within 4 hours
- High Priority Issues: Resolved within 1 business day
- Medium Priority Issues: Resolved within 3 business days

5. Client Responsibilities

The client agrees to:

- Provide accurate information regarding connectivity issues
- Be available for communication during the issue resolution process

6. Termination

This SLA may be terminated by either party with a 30-day written notice.

7. Acceptance

By signing below, both parties agree to the terms set forth in this Service Level Agreement.

_____

[Your Name / Your Company]

_____

[Client Name]