

# Service Level Agreement (SLA)

**Agreement Number:** SLA-2023-001

**Effective Date:** [Date]

**Parties Involved:** [Company Name] and [Service Provider Name]

## 1. Purpose

This Service Level Agreement outlines the expectations and responsibilities regarding the services provided.

## 2. Scope of Services

The services covered under this agreement include:

- [Service 1]
- [Service 2]
- [Service 3]

## 3. Service Performance Metrics

The following performance metrics will be tracked:

- Availability: [Percentage]
- Response Time: [Time Frame]
- Resolution Time: [Time Frame]

## 4. Reporting and Review

Performance will be reviewed on a [Monthly/Quarterly] basis, and reports will be provided to [Stakeholder Name].

## 5. Responsibilities

The responsibilities of each party include:

- [Company Name] Duties
- [Service Provider Name] Duties

## 6. Terms and Termination

This agreement will remain in effect for [Duration] and can be terminated under the following conditions:

- [Termination Condition 1]
- [Termination Condition 2]

## 7. Signatures

\_\_\_\_\_ [Authorized Signatory for Company]

\_\_\_\_\_ [Authorized Signatory for Service Provider]

Date: \_\_\_\_\_