

Service Level Agreement (SLA) Terms and Conditions

Effective Date: [Insert Date]

Parties: This Service Level Agreement ("Agreement") is made between [Company Name] ("Service Provider") and [Client Name] ("Client").

1. Purpose

This Agreement outlines the terms and conditions for the provision of services by the Service Provider to the Client.

2. Services Provided

The Service Provider agrees to deliver the following services: [List of Services].

3. Performance Metrics

The following performance metrics will be used to measure service effectiveness: [List Metrics, e.g., uptime, response time].

4. Support Response Times

Support requests will be responded to in the following time frames: [Specify Response Times].

5. Client Responsibilities

The Client agrees to comply with the following responsibilities: [List Responsibilities].

6. Term and Termination

This Agreement will commence on the effective date and remain in effect until [Specify Termination Conditions].

7. Limitation of Liability

[Specify Liability Limitations].

8. Acceptance

By signing below, both parties agree to the terms outlined in this SLA.

Service Provider: _____ **Date:** _____

Client: _____ **Date:** _____