

Service Level Agreement

Effective Date: [Insert Date]

Parties: This agreement is made between [Client Name] ("Client") and [Provider Name] ("Provider").

1. Purpose

The purpose of this Service Level Agreement (SLA) is to define the service levels provided by the Provider to the Client in connection with the Cloud Services.

2. Services Offered

The Provider agrees to deliver the following services:

- 1. Cloud Storage
- 2. Data Processing
- 3. Backup and Recovery Services

3. Service Availability

The Provider guarantees 99.9% uptime for all cloud services, excluding scheduled maintenance.

4. Support Services

Support requests can be submitted via email or phone. Response times are as follows:

- Critical issues: 1 hour
- High priority issues: 4 hours
- Medium priority issues: 1 business day
- Low priority issues: 3 business days

5. Reporting and Review

The Provider shall provide monthly performance reports to the Client detailing service performance against the SLA metrics.

6. Term and Termination

This agreement is effective for a period of [Insert Duration] and may be terminated by either party with [Insert Notice Period] notice.

7. Acceptance

Both parties agree to the terms outlined in this Service Level Agreement.

[Client Name]

[Title]

[Date]

[Provider Name]

[Title]

[Date]