

Service Level Agreement (SLA)

Date: [Insert Date]

Between: [Company Name]

And: [Customer Name]

1. Introduction

This Service Level Agreement outlines the expectations and responsibilities regarding the customer service provided by [Company Name] to [Customer Name].

2. Objectives

The purpose of this SLA is to ensure that the customer service objectives are clearly defined and agreed upon. The goals are:

- To provide timely support to customer inquiries.
- To ensure customer satisfaction with service responsiveness.

3. Service Scope

[Detail the services covered under this agreement including service hours and contact methods.]

4. Responsibilities

4.1 [Company Name]'s Responsibilities:

- To respond to customer inquiries within [X] hours.
- To escalate issues as necessary within the specified timeframes.

4.2 [Customer Name]'s Responsibilities:

- To provide accurate information regarding their inquiries.
- To communicate any issues or concerns promptly.

5. Performance Metrics

The following metrics will be used to measure service performance:

- Response time to customer inquiries
- Resolution time for issues

6. Review and Reporting

Regular reviews of service performance will be conducted [monthly/quarterly] and reports will be shared with [Customer Name].

7. Agreement Duration

This SLA is valid for a period of [X months/years] from the date of signing.

8. Signatures

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

[Company Name]

_____ Date: _____

[Customer Name]

_____ Date: _____