

Service Level Agreement (SLA) for Maintenance Services

Date: [Insert Date]

Parties Involved:

[Client Name]
[Client Address]
[Client City, State, Zip]
[Client Email]

and

[Service Provider Name]
[Service Provider Address]
[Service Provider City, State, Zip]
[Service Provider Email]

1. Purpose

This Service Level Agreement outlines the maintenance services provided by [Service Provider Name] to [Client Name] as mutually agreed upon.

2. Scope of Services

The following services will be provided:

- Preventive Maintenance
- Corrective Maintenance
- Emergency Support
- Performance Monitoring

3. Service Hours

Services will be available during the following hours: [Insert Service Hours]

4. Response Times

Response times for service requests will be as follows:

- Emergency Requests: [Specify time]

- High Priority Requests: [Specify time]
- Standard Requests: [Specify time]

5. Reporting and Review

Monthly performance reports will be provided to [Client Name] which include service performance metrics and feedback.

6. Agreement Duration

This agreement is effective from [Start Date] to [End Date], unless terminated earlier as per the terms outlined herein.

7. Acceptance

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

Client Representative: _____

Signature: _____

Date: _____

Service Provider Representative: _____

Signature: _____

Date: _____