

Service Level Agreement (SLA)

Effective Date: [Insert Date]

Parties: [Company Name], hereinafter referred to as "Provider", and [Client Name], hereinafter referred to as "Client".

1. Purpose

This Service Level Agreement outlines the expectations and responsibilities of both parties regarding software development services provided by the Provider to the Client.

2. Scope of Services

The Provider agrees to deliver the following services:

- Design and development of software applications.
- Maintenance and support for software products.
- Regular updates and upgrades as needed.

3. Service Level Objectives

The following performance metrics will be maintained:

- Response time for support requests: [Specify time]
- Resolution time for issues: [Specify time]
- Uptime guarantee: [Specify percentage]

4. Responsibilities

Provider Responsibilities:

- Ensure qualified personnel are assigned to the project.
- Communicate project status and issues in a timely manner.

Client Responsibilities:

- Provide clear project requirements and timely feedback.
- Ensure access to necessary resources for the Provider.

5. Payment Terms

The Client agrees to pay the Provider as follows:

[Specify payment terms and schedule]

6. Termination

Either party may terminate this agreement with [Specify notice period] notice for any reason.

7. Signatures

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

Provider: _____ **Date:** _____

Client: _____ **Date:** _____