

# Service Level Agreement (SLA) for Telecommunications

**Agreement Date:** [Insert Date]

## **Parties Involved:**

[Company Name] (Service Provider)

[Client Name] (Client)

## **1. Purpose**

This Service Level Agreement outlines the expectations for telecommunications services provided by the Service Provider to the Client.

## **2. Service Scope**

The services covered by this SLA include:

- Voice Services
- Data Services
- Internet Connectivity

## **3. Service Performance Metrics**

The following performance metrics will be monitored:

- Uptime: 99.9%
- Response Time: Within 2 hours
- Resolution Time: Within 24 hours

## **4. Responsibilities**

### **Service Provider Responsibilities:**

- Ensure service availability and performance as defined.
- Provide timely support and communication.

### **Client Responsibilities:**

- Notify the Service Provider of any service issues.

- Provide necessary access to facilities and equipment.

## 5. Reporting and Review

Service performance will be reviewed monthly, with reports provided to the Client including:

- Service availability statistics
- Incident reports

## 6. Term and Termination

This SLA will be effective from the date signed and will continue until terminated by either party with [Insert Notice Period].

## 7. Acceptance

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

\_\_\_\_\_ [Service Provider]

Date: \_\_\_\_\_

\_\_\_\_\_ [Client]

Date: \_\_\_\_\_