

Service Level Agreement (SLA)

Effective Date: [Insert Date]

Parties Involved:

- [Consultant Name], hereinafter referred to as "Consultant"
- [Client Name], hereinafter referred to as "Client"

1. Purpose

This Service Level Agreement outlines the consulting services to be provided by the Consultant to the Client.

2. Services Provided

The Consultant agrees to provide the following services:

- [Description of Service 1]
- [Description of Service 2]
- [Description of Service 3]

3. Service Levels

Service levels will be defined as follows:

- Response Time: [Insert Response Time]
- Resolution Time: [Insert Resolution Time]

4. Performance Metrics

The Consultant will be evaluated based on the following metrics:

- Client Satisfaction Score
- Timeliness of Deliverables

5. Duration

This agreement shall commence on the Effective Date and continue until [Insert End Date] unless terminated earlier as per the terms outlined herein.

6. Termination

Either party may terminate this agreement with [Insert Notice Period] written notice.

7. Confidentiality

Both parties agree to maintain confidentiality regarding any sensitive information shared during the course of this agreement.

8. Signature

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

Consultant: _____ **Date:** _____

Client: _____ **Date:** _____