Service Level Agreement (SLA)

Between [Client Name] and [Service Provider Name]

Date: [Date]

1. Purpose

This Agreement outlines the Service Level Agreement between [Client Name] and [Service Provider Name] for the purpose of product testing services.

2. Scope of Services

The services covered under this Agreement include:

- Product Functionality Testing
- Performance Testing
- Security Testing
- Usability Testing

3. Responsibilities

[Service Provider Name] shall:

- Conduct testing as per the agreed schedule.
- Provide detailed reports on testing outcomes.
- Address any defects in a timely manner.

[Client Name] shall:

- Provide necessary access to the products for testing.
- Timely feedback on test reports.

4. Performance Metrics

The following metrics will be used to measure service performance:

- Testing completion rate
- Defect resolution time
- Customer satisfaction score

5. Duration

This Agreement will commence on [Start Date] and will continue until [End Date], unless terminated earlier in accordance with the terms set forth.

6. Termination

Either party may terminate this Agreement with [number of days] written notice to the other party.

7. Acceptance

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

_____
[Client Name] -- Signature

_____
[Service Provider Name] -- Signature