

Service Level Agreement

Date: [Insert Date]

Between:

[Company Name]

[Company Address]

and

[Service Provider Name]

[Service Provider Address]

1. Purpose

This Service Level Agreement (SLA) outlines the services offered by [Service Provider Name] to [Company Name] in the context of [describe the outsourcing service].

2. Scope of Services

[Detail the specific services to be provided by the Service Provider].

3. Performance Metrics

The following performance metrics will be monitored:

- [Metric 1]
- [Metric 2]
- [Metric 3]

4. Responsibilities

Service Provider Responsibilities:

[List responsibilities of the service provider].

Company Responsibilities:

[List responsibilities of the company].

5. Monitoring and Reporting

[Describe how performance will be monitored and how reports will be generated and shared].

6. Terms and Conditions

[Include any legal terms and conditions relevant to the agreement].

7. Agreement

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

[Company Name]

Authorized Signature: _____

Name: [Name]

Title: [Title]

[Service Provider Name]

Authorized Signature: _____

Name: [Name]

Title: [Title]