Supplier Service Level Agreement

Agreement Date: [Insert Date]

Supplier Name: [Insert Supplier Name]

Supplier Address: [Insert Supplier Address]

Client Name: [Insert Client Name]

Client Address: [Insert Client Address]

1. Purpose

This Service Level Agreement (SLA) outlines the expectations and responsibilities of both parties regarding the services provided by the Supplier to the Client.

2. Scope of Services

The Supplier agrees to provide the following services:

- [Service 1]
- [Service 2]
- [Service 3]

3. Performance Standards

The Supplier shall ensure the following performance levels:

- Response time: [Insert Response Time]
- Resolution time: [Insert Resolution Time]
- Quality metrics: [Insert Quality Metrics]

4. Reporting

The Supplier shall provide reports on the service performance on a [weekly/monthly] basis.

5. Review Meetings

The parties agree to hold review meetings on a [monthly/quarterly] basis to discuss performance and any required improvements.

6. Term and Termination

This SLA shall commence on the date hereof and continue for a period of [Insert Duration].

7. Signatures

_____

[Supplier Representative Name]

[Title]

_____

[Client Representative Name]

[Title]