Service Level Agreement

Date: [Insert Date]

Between:

[Service Provider Name]

[Address]

And:

[Client Name]

[Address]

1. Purpose

The purpose of this Service Level Agreement (SLA) is to outline the expectations and responsibilities of both parties regarding the service delivery.

2. Scope of Services

The services to be provided by [Service Provider Name] include:

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

3. Service Level Objectives

The following service levels will be maintained:

- Availability: [XX%]
- Response Time: [XX hours]
- Resolution Time: [XX hours]

4. Reporting and Reviews

A performance report will be provided on a [monthly/quarterly] basis.

5. Agreement Duration

This agreement is effective from [start date] to [end date].

6. Signatures

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

_____

[Service Provider Name]

_____

[Client Name]