

Subcontractor Service Level Agreement

Date: [Insert Date]

Between:

[Your Company Name]
[Your Company Address]
[City, State, Zip Code]

And:

[Subcontractor Company Name]
[Subcontractor Company Address]
[City, State, Zip Code]

1. Purpose

This Service Level Agreement (SLA) sets forth the terms and conditions under which [Subcontractor Company Name] will provide IT support services to [Your Company Name].

2. Scope of Services

The services covered under this agreement include:

- Help Desk Support
- Network Monitoring
- System Maintenance
- Incident Management

3. Service Levels

The following service levels will be maintained:

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

4. Reporting and Review

Performance metrics will be reviewed quarterly, and any issues will be addressed in a timely manner.

5. Termination

This Agreement may be terminated by either party with a written notice of [Insert Notice Period].

6. Signature

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

[Your Name]
[Your Position]
[Your Company Name]

[Subcontractor Name]
[Subcontractor Position]
[Subcontractor Company Name]