

Subcontractor Service Level Agreement for Technical Services

Agreement Date: [Insert Date]

This Service Level Agreement (SLA) is made between:

Client: [Client Name]

Address: [Client Address]

Subcontractor: [Subcontractor Name]

Address: [Subcontractor Address]

1. Services Covered

The following technical services will be covered under this SLA:

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

2. Performance Metrics

The subcontractor agrees to meet the following performance metrics:

- Response Time: [Insert metrics]
- Resolution Time: [Insert metrics]
- Uptime: [Insert metrics]

3. Responsibilities

Responsibilities of the Client:

- [Responsibility 1]
- [Responsibility 2]

Responsibilities of the Subcontractor:

- [Responsibility 1]
- [Responsibility 2]

4. Communication Plan

Communication will be established through:

- Email: [Insert email]
- Phone: [Insert phone number]
- Regular Meetings: [Schedule]

5. Review and Reporting

The subcontractor shall provide performance reports on a [Weekly/Monthly] basis detailing:

- Service delivery metrics
- Issues encountered and resolutions

6. Agreement Signatures

Client Signature: _____ Date: _____

Subcontractor Signature: _____ Date: _____