

Service Level Agreement Proposal for Cloud Services

Date: [Insert Date]

To: [Client's Name]

Company: [Client's Company]

Address: [Client's Address]

Dear [Client's Name],

We are pleased to submit our proposal for a Service Level Agreement (SLA) regarding the cloud services that [Your Company Name] will provide to [Client's Company]. This proposal outlines the quality and level of service you can expect from us and defines the metrics by which we will measure that service.

Scope of Services

Our cloud services include but are not limited to:

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)

Service Level Objectives

We propose the following service level objectives:

- 99.9% uptime availability
- Response time within 1 hour for critical issues
- Regular data backups and disaster recovery solutions

Performance Metrics

Performance will be monitored against the following metrics:

- Uptime monitoring
- Incident response times
- Customer satisfaction ratings

Reporting and Review

We will provide monthly reports outlining our performance against the SLA objectives, along with any suggested improvements.

Terms and Conditions

The proposed SLA will be reviewed and finalized through mutual agreement. We welcome any feedback or requirements you may have.

Thank you for considering our proposal for the Service Level Agreement. We look forward to the opportunity to work together and provide exceptional cloud services to [Client's Company].

Best Regards,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]