

# Service Level Agreement Proposal for Maintenance Services

Date: [Insert Date]

[Your Company Name]

[Your Company Address]

[City, State, Zip Code]

[Phone Number]

[Email Address]

[Client's Company Name]

[Client's Company Address]

[City, State, Zip Code]

**Dear [Client's Contact Name],**

We are pleased to submit our proposal for a Service Level Agreement (SLA) regarding maintenance services for your [specific service or equipment]. This document outlines the terms, responsibilities, and expectations for both parties as we work together to ensure optimal performance and reliability.

## **Scope of Services**

The following maintenance services will be provided:

- Routine inspections and preventive maintenance
- Emergency repair services
- Access to a dedicated support team
- Regular performance reporting

## **Service Levels**

Our commitment to service levels includes:

- Response time for emergencies: [Insert Time Frame]
- Resolution time for maintenance issues: [Insert Time Frame]
- Scheduled maintenance frequency: [Insert Frequency]

## **Pricing and Payment Terms**

The pricing for our services will be as follows:

- Monthly service fee: \$[Insert Amount]
- Additional charges for emergency services as applicable.

Payment is due within [Insert Payment Terms].

## **Acceptance**

Please indicate your acceptance of this proposal by signing below and returning a copy to us. We look forward to working with you to ensure the best possible maintenance services for your needs.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_