Service Level Agreement (SLA) for Cloud Hosting Services

Effective Date: [Insert Date]

Parties:

- **Provider:** [Insert Provider Name]
- **Client:** [Insert Client Name]

1. Purpose

This Service Level Agreement (SLA) outlines the expected level of service, including uptime, support response times, and maintenance procedures for the cloud hosting services provided.

2. Services Provided

The Provider agrees to deliver the following services to the Client:

- Cloud hosting environment
- Data storage and backups
- Technical support

3. Service Availability

The Provider commits to maintaining a minimum uptime of 99.9%, excluding scheduled maintenance and outages beyond the Provider's control.

4. Support Response Times

The expected response times for support requests are as follows:

- Critical issues: 1 hour
- High priority issues: 4 hours
- Medium priority issues: 1 business day
- Low priority issues: 3 business days

5. Maintenance and Updates

Scheduled maintenance will occur on a regular basis, and the Provider will notify the Client at least 48 hours in advance.

6. Liability

The liability of the Provider for any claim arising out of this SLA shall be limited to the total fees paid by the Client for the Service.

7. Agreement Termination

This agreement can be terminated by either party with a written notice of 30 days.

8. Acceptance

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

Provider Signature: _____ Date: _____

Client Signature: _____ Date: _____