

# Service Level Agreement (SLA)

**Date:** [Insert Date]

**Parties:** [Consultant's Name] and [Client's Name]

## 1. Introduction

This Service Level Agreement outlines the expectations and responsibilities between the Consultant and the Client.

## 2. Scope of Services

The Consultant agrees to provide the following services:

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

## 3. Performance Metrics

The Consultant will strive to meet the following performance metrics:

- Response Time: [Insert response time]
- Resolution Time: [Insert resolution time]
- Client Satisfaction: [Insert metrics]

## 4. Responsibilities

**Consultant Responsibilities:**

- [Responsibility 1]
- [Responsibility 2]

**Client Responsibilities:**

- [Responsibility 1]
- [Responsibility 2]

## 5. Payment Terms

The Client agrees to pay the Consultant as follows:

- [Payment details]

## **6. Term and Termination**

This agreement will commence on [start date] and shall continue until terminated by either party with [number of days] days written notice.

## **7. Governing Law**

This Agreement shall be governed by the laws of [Insert Jurisdiction].

## **8. Signatures**

**Consultant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Client:** \_\_\_\_\_ **Date:** \_\_\_\_\_