

Service Level Agreement (SLA)

Date: [Insert Date]

Between: [Company Name]

And: [Customer Name]

1. Purpose

This Service Level Agreement outlines the expectations and obligations of [Company Name] in relation to customer support services provided to [Customer Name].

2. Scope of Services

The services covered by this agreement include:

- Customer support via phone and email
- Response times for inquiry resolution
- Reporting and feedback mechanisms

3. Performance Metrics

The following metrics will be used to measure the performance of customer service operations:

- First response time: [Insert Time Frame]
- Resolution time: [Insert Time Frame]
- Customer satisfaction score: [Insert Target Score]

4. Responsibilities

[Company Name] agrees to:

- Provide support during business hours: [Insert Hours]
- Train staff to adhere to the SLA

[Customer Name] agrees to:

- Provide timely information necessary for issue resolution
- Submit inquiries through designated channels

5. Review and Amendments

This SLA will be reviewed on a [Insert Frequency] basis and can be amended upon mutual agreement.

6. Acceptance

By signing below, both parties agree to the terms and conditions of this Service Level Agreement.

_____ **[Company Name] Representative**

_____ **[Customer Name] Representative**