

Service Level Agreement (SLA) for Maintenance Services

Effective Date: [Insert Date]

Parties Involved:

Service Provider: [Insert Service Provider Name]

Client: [Insert Client Name]

1. Introduction

This Service Level Agreement outlines the framework for the maintenance services provided by [Service Provider Name] to [Client Name].

2. Scope of Services

The services covered by this SLA include:

- Regular maintenance of equipment
- Emergency repair services
- Technical support

3. Performance Metrics

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

- Response time for emergencies: [Specify Time]
- Resolution time for issues: [Specify Time]
- Customer satisfaction rating: [Specify Percentage]

4. Responsibilities of the Service Provider

[Service Provider Name] will ensure:

- Availability of qualified personnel
- Provision of necessary tools and materials
- Timely reporting and communication

5. Responsibilities of the Client

[Client Name] agrees to:

- Provide access to facilities and equipment
- Notify the service provider of issues in a timely manner
- Pay for the services according to the agreed terms

6. Review and Amendments

This SLA will be reviewed on an annual basis and may be amended by mutual agreement.

7. Acceptance

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

[Service Provider Name] Representative

Date: _____

[Client Name] Representative

Date: _____