

Service Level Agreement

Date: [Insert Date]

Parties:

[Company Name] - Client

[Development Company Name] - Service Provider

1. Purpose

This Service Level Agreement (SLA) outlines the terms, commitments, and expectations for the software development services provided by [Development Company Name] to [Company Name].

2. Scope of Services

The services covered under this SLA include:

- Software Development
- Testing and Quality Assurance
- Maintenance and Support

3. Service Levels

The following service levels are agreed upon:

- Response Time: [Insert Response Time]
- Resolution Time: [Insert Resolution Time]
- Uptime Guarantee: [Insert Uptime Percentage]

4. Responsibilities

Client Responsibilities:

- Provide necessary access to systems and information
- Timely feedback on project milestones

Service Provider Responsibilities:

- Deliver services as per agreed timelines
- Maintain effective communication with the client

5. Review and Reporting

Performance reviews will be conducted on a [Weekly/Monthly] basis, with reports provided to [Company Name].

6. Term and Termination

This SLA is effective from [Start Date] and will continue until [End Date], unless terminated earlier by either party with [Notice Period] notice.

7. Acceptance

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

Client: _____ **Date:** _____

Service Provider: _____ **Date:** _____