

Service Level Agreement (SLA) for Telecommunications Services

Date: [Insert Date]

Parties:

This Service Level Agreement (SLA) is made between:

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

1. Purpose

The purpose of this SLA is to establish a mutual understanding of service expectations, responsibilities, and performance metrics for telecommunications services provided by the Provider to the Client.

2. Scope of Services

The following telecommunications services will be covered under this agreement:

- Voice Services
- Data Services
- Internet Services
- Support Services

3. Performance Metrics

The Provider agrees to the following performance metrics:

- Availability: 99.9% uptime
- Response Time: Within 2 hours
- Resolution Time: Within 24 hours

4. Support and Escalation

Support will be available via:

- Email: [Insert Email Address]
- Phone: [Insert Phone Number]

Escalation procedures will be followed as outlined in the attached escalation plan document.

5. Review and Updating

This SLA will be reviewed annually, and any necessary updates will be made to reflect changes in services or performance expectations.

6. Agreement Signatures

By signing below, both parties agree to the terms outlined in this SLA.

Provider Representative: _____

Date: _____

Client Representative: _____

Date: _____