

Technical Support Service Level Agreement

Date: [Insert Date]

To: [Client Name]

From: [Your Company Name]

Subject: Service Level Agreement for Technical Support

1. Introduction

This Service Level Agreement (SLA) outlines the technical support services provided by [Your Company Name] to [Client Name].

2. Scope of Services

- 24/7 technical support availability
- Support for [list of products/services]
- Incident management and resolution

3. Response Times

Severity Level	Response Time	Resolution Time
Critical	1 hour	4 hours
High	2 hours	8 hours
Medium	4 hours	24 hours
Low	1 business day	3 business days

4. Performance Metrics

Performance will be evaluated based on the following key metrics:

- First Response Time
- Issue Resolution Rate
- Customer Satisfaction

5. Responsibilities

The responsibilities of each party are as follows:

- [Your Company Name]: Provide timely and effective technical support.
- [Client Name]: Provide necessary information and access to resources.

6. Agreement Duration

This agreement is effective from [start date] to [end date], subject to renewal.

7. Acceptance

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

_____ **[Your Company Representative]**

Date: _____

_____ **[Client Representative]**

Date: _____