Cloud Service Level Agreement (SLA)

Date: [Insert Date]

To: [Customer Name]

From: [Your Company Name]

Subject: Cloud Service Level Agreement

1. Definition of Services

This Service Level Agreement outlines the services provided by [Your Company Name] for [Service Description].

2. Performance Metrics

- Uptime Guarantee: [Percentage]% uptime per month
- Response Time: [Time Frame] for initial response
- Resolution Time: [Time Frame] for issue resolution

3. Support Services

Support will be available [Support Availability Hours] via [Support Channels].

4. Responsibilities

[Your Company Name] will ensure the following responsibilities:

- Maintain service performance within agreed levels.
- Provide timely updates during service disruptions.
- Secure data with appropriate measures.

5. Penalties

In the event of performance failures, [Your Company Name] agrees to provide the following remedies:

- [Penalty Description]

6. Agreement Duration

This SLA is valid from [Start Date] to [End Date].

7. Acceptance

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

_____
[Your Company Name] Representative

_____
[Customer Name] Representative