

Service Level Agreement (SLA)

Between:

[Provider Company Name]

[Provider Address]

AND

[Client Company Name]

[Client Address]

Date: [Effective Date]

1. Introduction

This Service Level Agreement outlines the telecommunications services to be provided by [Provider Company Name] to [Client Company Name], including performance standards, roles, and responsibilities.

2. Services Covered

The services covered under this SLA include:

- Internet Connectivity
- VoIP Services
- Data Transmission Services

3. Performance Metrics

The following performance metrics will be monitored:

- Uptime Availability: 99.9%
- Response Time for Issues: Within 1 hour
- Resolution Time for Issues: Within 4 hours

4. Reporting and Review

Performance reports will be issued monthly, and a review meeting will take place quarterly to discuss performance and improvements.

5. Termination

Either party may terminate this agreement with 30 days written notice.

6. Signatures

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

[Provider Representative Name, Title]

Date: _____

[Client Representative Name, Title]

Date: _____