

Service-Level Agreement (SLA)

Date: [Insert Date]

Between:

Provider: [Provider Name]

Client: [Client Name]

1. Purpose

This Service-Level Agreement outlines the expected level of service between the Provider and the Client.

2. Scope of Services

The Provider agrees to deliver the following services:

- [Service 1]
- [Service 2]
- [Service 3]

3. Performance Metrics

The following performance metrics will be used to measure service delivery:

- Response Time: [Insert time]
- Availability: [Insert percentage]
- Resolution Time: [Insert time]

4. Reporting and Reviews

The Provider will provide service reports on a [monthly/quarterly] basis.

5. Responsibilities

Responsibilities of the Provider and Client are as follows:

- Provider: [List responsibilities]
- Client: [List responsibilities]

6. Resolution of Disputes

Any disputes will be resolved through [mediation/arbitration].

7. Termination

The agreement can be terminated by either party with [insert notice period] notice.

8. Signatures

Provider Signature: _____ Date: _____

Client Signature: _____ Date: _____