Service Level Agreement for Software Support

Date: [Insert Date]

To: [Client Name]

From: [Your Company Name]

Introduction

This Service Level Agreement (SLA) outlines the terms and conditions for software support provided by [Your Company Name] to [Client Name].

Scope of Services

- Technical support for software applications.
- Issue resolution and troubleshooting.
- Regular updates and maintenance.
- User training and documentation support.

Service Availability

Support services will be available during business hours: [Insert Business Hours].

Response Times

Issue Severity	Response Time
Critical	1 hour
High	4 hours
Medium	1 business day
Low	3 business days

Customer Responsibilities

To ensure effective support, the client agrees to:

- Provide accurate information regarding issues.
- Ensure that all support requests are logged through the designated platform.

Terms and Termination

This SLA is effective as of [Start Date] and can be terminated by either party with [Insert Notice Period] notice.

Contact Information

If you have any questions or concerns regarding this agreement, please contact:

[Your Contact Name]

[Your Email]

[Your Phone Number]

Acceptance

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

_____ **[Client Name]**

_____ **[Your Company Name]**