

Supplier Service Level Agreement (SLA) for IT Services

Effective Date: [Insert Date]

Supplier Name: [Supplier Company Name]

Client Name: [Client Company Name]

1. Purpose

This Service Level Agreement outlines the responsibilities and expectations between the Supplier and Client regarding the provision of IT services.

2. Scope of Services

The Supplier agrees to provide the following IT services:

- Technical Support
- System Maintenance
- Network Management
- Software Updates

3. Service Levels

The Supplier shall meet the following service levels:

- Response time for critical issues: 1 hour
- Response time for non-critical issues: 4 hours
- Resolution time for critical issues: 4 hours
- Resolution time for non-critical issues: 24 hours

4. Reporting and Review

Performance reports will be provided to the Client on a monthly basis, detailing the service levels achieved.

5. Terms and Conditions

This SLA is subject to review and modification upon mutual agreement by both parties.

6. Signatures

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

Supplier Representative: _____

Client Representative: _____

Date: _____