

# Supplier Service Level Agreement for Maintenance and Support

Date: [Insert Date]

[Supplier Name]

[Supplier Address]

[City, State, Zip Code]

Dear [Supplier Contact Name],

We are pleased to establish this Supplier Service Level Agreement (SLA) between [Your Company Name] and [Supplier Name] to outline the responsibilities and expectations regarding maintenance and support services.

## 1. Purpose

This Agreement aims to ensure a clear understanding of the service expectations and maintain a high level of service quality for maintenance and support.

## 2. Scope of Services

- Routine maintenance tasks
- Technical support during business hours
- Emergency support response
- Software updates and patches

## 3. Service Levels

The following service levels will be maintained:

- Response time for support requests: [Specify time]
- Resolution time for issues: [Specify time]
- Scheduled maintenance notices: [Specify frequency]

## 4. Responsibilities

We expect the supplier to uphold the following responsibilities:

- Provide timely maintenance services

- Communicate any service disruptions
- Ensure adherence to agreed service levels

## **5. Performance Metrics**

We will review performance metrics on a quarterly basis to assess service delivery and discuss improvements.

## **6. Termination**

This Agreement may be terminated by either party with [specify notice period] written notice.

We look forward to working together to ensure the success of our partnership.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]

[Your Contact Information]