

# Service Level Agreement

**Date:** [Insert Date]

**Contractor Name:** [Insert Contractor's Name]

**Company Name:** [Insert Company's Name]

**Address:** [Insert Address]

## 1. Introduction

This Service Level Agreement (SLA) outlines the consulting services provided by the Contractor, including performance metrics and service expectations.

## 2. Scope of Services

The Contractor will provide the following consulting services:

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

## 3. Performance Metrics

The Contractor agrees to perform the services outlined above according to the following metrics:

- Response time: [Define Timeframe]
- Completion of services: [Define Timeframe]
- Quality assurance: [Define Standards]

## 4. Responsibilities

Both parties shall be responsible for the following:

- Contractor: [List Contractor Responsibilities]
- Company: [List Company Responsibilities]

## 5. Confidentiality

Both parties agree to maintain the confidentiality of all sensitive information shared during the engagement.

## 6. Duration of Agreement

This SLA will commence on [Start Date] and shall continue until [End Date], unless terminated earlier according to the terms specified within.

## 7. Acceptance

By signing below, both parties agree to the terms and conditions of this Service Level Agreement.

**Contractor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Company Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_