Service Level Agreement for IT Services

Contractor Name: [Contractor's Name]

Client Name: [Client's Name]

Effective Date: [Date]

Duration: [Start Date] to [End Date]

1. Scope of Services

The contractor agrees to provide the following IT services:

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

2. Performance Standards

The contractor shall adhere to the following performance standards:

- Response time: [Specify time]
- Resolution time: [Specify time]
- Availability: [Specify hours/days]

3. Reporting and Review

The contractor will provide reports on the following:

- Incidents and resolutions
- Performance metrics

4. Payment Terms

The client agrees to pay the contractor as follows:

- Payment amount: [Specify amount]
- Payment frequency: [Monthly/Quarterly/Annually]

5. Termination

This agreement may be terminated under the following circumstances:

- Notice period: [Specify notice period]
- Conditions for termination: [Specify conditions]

6. Signature

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

_____

[Contractor's Name]

Date: _____

_____

[Client's Name]

Date: _____