

Service Level Agreement (SLA) for Maintenance Services

Agreement Date: [Insert Date]

Parties:

[Contractor Name]
[Contractor Address]
[Contact Information]

and

[Client Name]
[Client Address]
[Contact Information]

1. Scope of Services

The Contractor agrees to provide the following maintenance services:

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

2. Service Performance Standards

The Contractor shall adhere to the following performance standards:

- Response Time: [Insert Time]
- Resolution Time: [Insert Time]
- Scheduled Maintenance: [Insert Frequency]

3. Responsibilities

Responsibilities of the Contractor include:

- Providing timely maintenance services.
- Communicating effectively with the Client.
- Documenting all maintenance activities.

4. Payment Terms

The Client agrees to pay the Contractor as follows:

- Service Fee: [Insert Amount]
- Payment Schedule: [Insert Details]

5. Term and Termination

This Agreement shall commence on [Start Date] and shall continue until [End Date] unless terminated by either party.

6. Signatures

Client Representative: _____

Date: _____

Contractor Representative: _____

Date: _____