Service Level Agreement (SLA)

Effective Date: [Insert Date]

Parties: This Service Level Agreement is between [Partner Name] and [Customer Name].

1. Purpose

This SLA defines the service expectations and standards between [Partner Name] and [Customer Name].

2. Scope of Services

The services covered by this SLA include:

- Service 1
- Service 2
- Service 3

3. Performance Metrics

The following performance metrics will be measured:

- Uptime: [percentage]
- Response Time: [time frame]
- Resolution Time: [time frame]

4. Responsibilities

[Partner Name] agrees to:

- Provide services as outlined.
- Maintain communication regarding service status.

[Customer Name] agrees to:

- Provide necessary access for services.
- Report issues in a timely manner.

5. Review and Amendments

This SLA will be reviewed every [frequency] and can be amended with the mutual agreement of both parties.

6. Signatures

Partner Name: _____

Customer Name: _____

Date: _____