

Cloud Service Availability SLA Template

1. Agreement Overview

This Service Level Agreement (“SLA”) outlines the terms, metrics, and conditions for the availability of the Cloud Service provided by [Provider Name] to [Customer Name/Organization].

2. Service Scope

The following services are covered by this SLA:

- Cloud Infrastructure Hosting
- Virtual Machines/Instances
- Storage & Networking
- Other: [Specify]

3. SLA Period

This SLA is valid from **[Start Date]** to **[End Date]** (or until terminated/renewed).

4. Service Availability

Service	Availability Commitment	Measurement Period
Cloud Platform Uptime	99.9%	Monthly
Network Connectivity	99.95%	Monthly
[Other Service]	[X%]	[Period]

5. Exclusions

The SLA does not apply to:

- Scheduled Maintenance (with advance notice)
- Events outside provider's reasonable control (force majeure)
- Customer-caused outages or failures
- Beta or trial services

6. SLA Monitoring & Reporting

- Provider will monitor service availability using internal monitoring tools.
- Availability reports are available upon request or via provider dashboard.

7. Remedies

- If the provider fails to meet the availability commitment, the customer may be eligible for service credits:

Uptime Achieved	Service Credit
< 99.9%	5% monthly fee credit

< 99.0%	10% monthly fee credit
---------	------------------------

- Service credits must be requested within 30 days of reported incident.

8. Review & Revision

This SLA may be reviewed and revised upon mutual agreement at regular intervals or as required.

9. Signatures

Provider	Customer
Name:	Name:
Title:	Title:
Date:	Date: