

# 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
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- 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: