

# Network Uptime Agreement Sample

## Between IT Provider and Client

This Network Uptime Agreement (   Agreement  ) is entered into as of **[Date]** by and between **[IT Provider Company Name]** (   Provider  ) and **[Client Name]** (   Client  ).

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### 1. Purpose

The purpose of this Agreement is to define network uptime standards and responsibilities for maintaining continuous network operations for the Client.

### 2. Service Commitment

- Uptime Guarantee:** Provider guarantees that the network will be available **99.9%** of the time in any calendar month, excluding scheduled maintenance and events outside Provider's reasonable control.
- Scheduled Maintenance:** Notice of scheduled maintenance will be given to Client at least **48 hours** in advance whenever possible.

### 3. Measurement and Reporting

- Network uptime is measured by Provider   s monitoring systems on a monthly basis.
- Uptime reports will be provided to Client upon request.

### 4. Exclusions

This uptime guarantee does not apply to disruptions caused by:

- Client   s misuse of the services;
- Force majeure events (natural disasters, etc.);
- Issues with Client   s own hardware/software;
- Third-party services or connections not under Provider   s control.

### 5. Remedies

If monthly network uptime falls below the guaranteed level, Client is entitled to a service credit as follows:

- Uptime **below 99.9% and above 99.0%**: **5%** monthly service fee credit
- Uptime **below 99.0%**: **10%** monthly service fee credit

Service credits must be requested in writing within 30 days of the affected month.

### 6. Term & Termination

- This Agreement commences on the effective date and continues until terminated by either party with **30 days   ** written notice.

### 7. Acceptance & Signatures

By signing below, both parties accept the terms of this Agreement.

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**[Provider Name]**

IT Provider

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**[Client Name]**

Client

