

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").

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.

[Provider Name]

IT Provider

[Client Name]

Client

