

Service Agreement Template for IT Support

Date: _____

Service Provider: _____

Client: _____

1. Scope of Services

The Service Provider shall provide IT support services to the Client as described in this agreement, which may include but are not limited to:

- Helpdesk and technical support
- Software installation and configuration
- Network setup and troubleshooting
- Hardware maintenance
- Security monitoring and updates

2. Term

This agreement shall commence on _____ and will remain in effect until _____ unless terminated in accordance with Section 8.

3. Fees and Payment

Service	Fee	Payment Schedule
Monthly Support	\$ _____ /month	Due on the 1st of each month
Additional Services	\$ _____ /hour	Upon completion

All payments are due within _____ days of invoicing.

4. Service Levels

- **Standard Response Time:** Within _____ business hours
- **Support Hours:** _____
- **Emergency Support:** _____

5. Responsibilities

1. **Service Provider:** Will use commercially reasonable efforts to provide services in a professional manner.

2. **Client:** Will provide necessary access to facilities, equipment, and information required by Service Provider.

6. Confidentiality

All confidential and proprietary information exchanged between the parties must be protected and not disclosed to third parties without prior written consent.

7. Limitation of Liability

Service Provider shall not be liable for any indirect, incidental, or consequential damages arising out of this agreement.

8. Termination

Either party may terminate this agreement by providing ____ days written notice to the other party.

9. Signatures

Service Provider	Client
Name: _____ Signature: _____ Date: _____	Name: _____ Signature: _____ Date: _____