

# 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: _____