

Managed Network Services SLA Example

1. Agreement Overview

This Service Level Agreement (SLA) describes the managed network services provided by [Provider Name] to [Client Name]. This SLA outlines the service scope, performance targets, and responsibilities.

2. Service Scope

- LAN and WAN management
- Firewall administration
- Switch/router monitoring & maintenance
- Network performance management
- Incident and problem management

3. Service Hours

Support Type	Hours
Standard Support	08:00 - 18:00, Monday to Friday
Emergency Support	24x7

4. Service Performance

Metric	Target
Network Availability	99.9% per month
Incident Response Time (Critical)	< 1 hour
Incident Response Time (Non-Critical)	< 4 hours
Incident Resolution Time (Critical)	< 4 hours
Incident Resolution Time (Non-Critical)	< 24 hours

5. Client Responsibilities

- Provide access to network equipment as needed
- Notify provider of any planned changes or downtime
- Maintain an up-to-date network inventory

6. Reporting

Monthly performance and incident reports will be provided to [Client Name].

7. Review and Revisions

This SLA will be reviewed annually or upon request by either party.

8. Authorization

Provider Representative	Client Representative
Name: _____	Name: _____
Signature: _____	Signature: _____

Date: _____

Date: _____