

# Performance Metrics Agreement Sample for Cloud Services

## 1. Parties

**Provider:** [Cloud Service Provider Name]

**Client:** [Client Name/Company]

## 2. Purpose

This Performance Metrics Agreement (‘‘Agreement’’) defines the key performance metrics, reporting requirements, and service levels for cloud services provided by the Provider to the Client.

## 3. Performance Metrics

Metric	Definition	Target Value	Measurement Frequency
Service Uptime	Availability of cloud service	99.9% per month	Monthly
Response Time	Average time to respond to user requests	< 200ms	Monthly
Incident Response Time	Time to acknowledge & respond to incident reports	< 1 hour	Per Incident
Resolution Time	Average time to resolve critical incidents	< 8 hours	Monthly

## 4. Reporting

- Provider shall deliver a report on all performance metrics to Client by the 5th business day of each month.
- Reports will highlight any breaches of agreed service levels and corrective actions taken.

## 5. Remedies for Non-Compliance

- Provider shall apply service credits for any SLA breaches as described in the Master Service Agreement.
- Continued breaches may result in contract review or termination as per Agreement terms.

## 6. Term & Review

This Agreement is effective from [Start Date] and will be reviewed annually or upon request by either party.

Provider Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

---

Client Representative

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_