

Service Uptime Commitment Template for Managed Services

1. Introduction

This document outlines the Service Uptime Commitment applicable to the managed services provided by [Service Provider Name] to [Client Name].

2. Definition of Uptime

"Service Uptime" is defined as the period during which the managed service is operational and accessible, excluding maintenance windows and excluded downtime.

3. Uptime Commitment

[Service Provider Name] commits to maintaining a Monthly Uptime Percentage as outlined below:

Service	Target Uptime (%)
[Example: Cloud Hosting]	99.9%
[Example: Email Services]	99.8%

4. Measurement

Uptime is measured over each calendar month as a percentage of total possible minutes in which the service was available during that month, excluding the following:

- Scheduled maintenance
- Customer-caused outages
- Outages due to force majeure events
- Other exclusions as defined in the agreement

5. Reporting

Monthly uptime reports will be provided to [Client Name] upon request or as per the regular reporting schedule.

6. Service Credits

If the monthly uptime falls below the committed level, [Client Name] will be eligible for service credits as summarized below:

Monthly Uptime Achieved	Service Credit (% of Monthly Fee)
99.0% – 99.8%	5%
98.0% – 98.9%	10%
Below 98.0%	20%

7. Requesting Service Credits

1. [Client Name] must submit a written request for service credits within 30 days of the end of the month in which the service commitment was not met.
2. Requests should include relevant documentation supporting the claim.

8. Exclusions

The following are excluded from the uptime commitment:

- Scheduled maintenance communicated in advance
- Issues caused by factors outside [Service Provider Name]’s control
- Customer equipment or third-party software
- Network or internet outages not under [Service Provider Name]’s control

9. Contact and Support

For questions or support, contact:

[Support Contact Information]

[Support Email Address]

[Support Phone Number]

10. Agreement

By signing the Managed Services Agreement, the parties acknowledge and agree to the terms outlined in this Service Uptime Commitment.